

MONTANA'S WORKFORCE INVESTMENT ACT PROGRAM YEAR 2011 ANNUAL REPORT



July 1, 2012 through June 30, 2013



OFFICE OF THE GOVERNOR
STATE OF MONTANA

STEVE BULLOCK
GOVERNOR



JOHN WALSH
LT. GOVERNOR

A MESSAGE FROM THE GOVERNOR OF THE STATE OF MONTANA

October 2013

I am honored to present the Work Force Investment Act (WIA) Program Year 2012 Annual Report.

While the country as a whole still hasn't shaken the full effects of the Great Recession, Montana has managed to weather it better than most other states and our recovery has been more robust. Our unemployment rate is two full points below the national average and continues to drop. Our state budget is balanced and we've recently lowered taxes for every Montana business. We have a hard-working and well-trained workforce that is ready to fill the jobs of today's economy.

Montana is clearly in a position of strength. It's up to us to build on that strength to ensure we continue to be an economic leader for the state and country for years to come.

The best way to take advantage of our position of strength is by investing in our workforce through more and greater educational opportunities and improved job training programs. Our investments must carry throughout the educational career of Montanans—from early learning programs, elementary, middle and high school, colleges and universities and apprenticeship and other training opportunities. Making these investments will not only attract new businesses and increase wages, but will ensure that Montana continues to be an economic leader for the nation and world.

I'm excited for the future of Montana. Through sound fiscal management and investments in our workforce, we stand ready to build on our strengths as a state and confront our challenges. Working together, I'm confident that Montana will continue to be an economic and workforce leader for years to come.

Sincerely,

A handwritten signature in blue ink, appearing to read "SB", is written over a light blue horizontal line.

STEVE BULLOCK
Governor

Table of Contents

EXECUTIVE SUMMARY	1
MONTANA'S WORKFORCE SYSTEM	2
ORGANIZATIONAL CHARTS.....	2
SINGLE STATEWIDE PLANNING AREA.....	4
LEADERSHIP	7
GOVERNOR'S STATE WORKFORCE INVESTMENT BOARD	7
GOVERNOR'S DISCRETIONARY (5% SET-ASIDE)	11
WAIVERS	11
MONTANA'S LABOR SITUATION.....	13
SERVICES TO VETERANS.....	14
WORKFORCE DEVELOPMENT ACTIVITIES	15
STATEWIDE ACTIVITIES.....	17
OVERSIGHT RESPONSIBILITIES.....	20
MONITORING.....	20
TECHNICAL ASSISTANCE AND TRAINING	20
PROGRAM MANAGEMENT.....	20
FINANCIAL ANALYSIS	26
WIA PROGRAM FUNDING.....	28
WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS.....	30
MONTANA'S WIA ADULT PROGRAM.....	30
ADULT COMMON MEASURES PERFORMANCE	30
ADULTS ACHIEVING SUCCESS	31
MONTANA'S WIA DISLOCATED WORKER PROGRAM.....	35
DISLOCATED WORKER COMMON MEASURES PERFORMANCE.....	35
DISLOCATED WORKERS ACHIEVING SUCCESS	36
MONTANA'S WIA YOUTH PROGRAM.....	39
YOUTH COMMON MEASURES PERFORMANCE	39
YOUTH ACHIEVING SUCCESS.....	40
WIA SERVICES PROVIDED TO ADULT AND DISLOCATED WORKERS.....	44
WIA SERVICES PROVIDED TO YOUTH.....	44
EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES.....	45
WIA PARTICIPANT INFORMATION, PROGRAM YEAR 2011	46
SHARING CUSTOMER SATISFACTION AND SUCCESSES.....	67
PROGRAM YEAR 2012 PERFORMANCE.....	69
PERFORMANCE MEASURES.....	70
PY 2012	70

EXECUTIVE SUMMARY

Montana's vision for its workforce investment system is based upon two long-term goals:

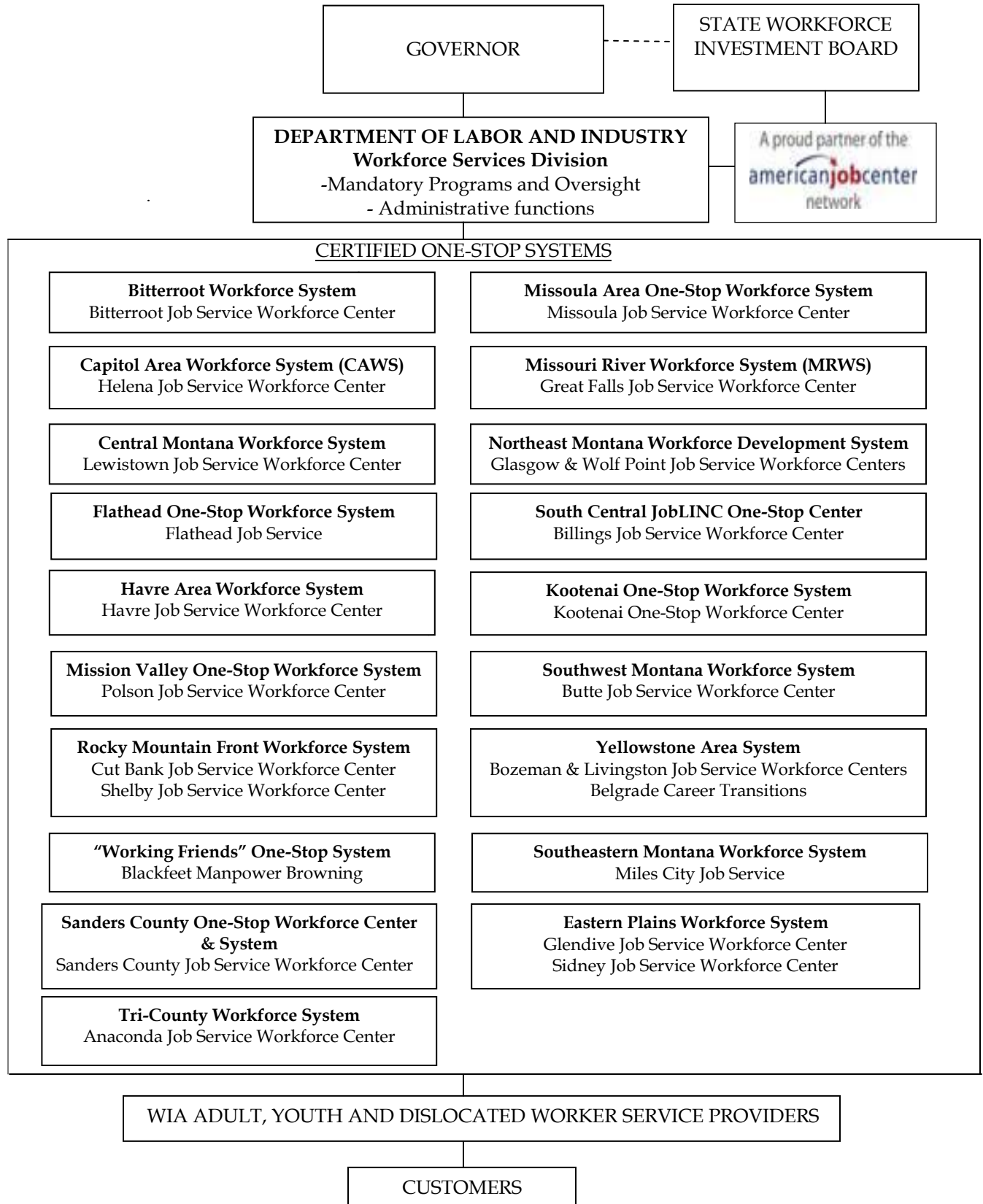
- ❖ promoting a diverse economy by providing skilled workers to emerging Montana industries, specifically those in information and advanced technology, health services, value-added agriculture, and communications; and
- ❖ promoting continual skill development, increasing wages, and an enhanced standard of living for all Montanans while preparing Montana's youth with the knowledge and behavior skills necessary to enter and succeed in high skill, high wage careers.

These two objectives are guided by the following five key principles:

- ❖ Our workforce system must be accountable to the people we serve;
- ❖ Our workforce system must be customer driven to meet individual needs and choices;
- ❖ Our workforce system must be accessible to all;
- ❖ Our workforce system must be efficient in providing services to guarantee maximum impact; and
- ❖ Our workforce system must be focused on promoting personal responsibility.

MONTANA'S WORKFORCE SYSTEM

ORGANIZATIONAL CHARTS



WIA SERVICE PROVIDERS

Adult, Dislocated Worker and Youth Programs by Workforce Area

BALANCE OF STATE WORKFORCE AREA

MACo District 1

Glasgow & Wolf Point Job Service Workforce Centers
Adult & Dislocated Worker

Action for Eastern Montana/Glendive - Youth

MACo District 2

Glendive & Sidney Job Service Workforce Centers
Adult & Dislocated Worker
Career and Placement Center/Miles City - Adult

Action for Eastern Montana/Glendive - Youth

MACo District 3

Miles City Job Service Workforce Center
Adult & Dislocated Worker
Career and Placement Center/Miles City - Adult

Action for Eastern Montana/Glendive - Youth

MACo District 4

Havre Job Service Workforce Center
Adult & Dislocated Worker
District IV HRDC/Havre - Adult & Youth

MACo District 5

Cut Bank, Shelby & Great Falls JS Workforce Centers
Adult & Dislocated Worker

Opportunities, Inc./Great Falls - Youth

MACo District 6

Lewistown Job Service Workforce Center
Dislocated Worker

District VI HRDC/Lewistown - Adult & Youth

CONCENTRATED EMPLOYMENT PROGRAM

MACo District 8

Helena Job Service Workforce Center
Adult & Dislocated Worker

Career Training Institute/Helena
Adult & Youth

MACo District 7

Billings Job Service Workforce Center
Adult & Dislocated Worker
Employment & Training Center/YWCA - Adult

District VII HRDC/Billings - Youth

MACo District 9

Bozeman & Livingston Job Service Workforce Centers
Adult & Dislocated Worker
Career Transitions/Belgrade - Adult

District IX HRDC/Bozeman - Youth

MACo District 10

Polson, Sanders County & Kootenai JS Workforce Centers
Adult & Dislocated Worker

Flathead Job Service Workforce Center
Adult and Dislocated Worker

Jobs for Montana's Graduates
State of Montana

MACo District 11

Missoula & Bitterroot Job Service Workforce Centers
Adult & Dislocated Worker

District XI HRDC/Missoula - Youth

MACo District 12

Butte, Dillon and Anaconda Job Service Workforce Centers
Adult & Dislocated Workers
Career Futures - Adult

District XII HRC/Butte - Youth

CUSTOMERS

SINGLE STATEWIDE PLANNING AREA

The State of Montana has been a single statewide planning area since 2006. There are two local areas, the Balance of State (BOS) and the Concentrated Employment Program (CEP), within the single statewide planning area. The Montana Department of Labor and Industry is the designated State Workforce Agency and the Statewide Workforce Programs and Oversight Bureau in the Workforce Services Division is responsible for the administrative oversight functions under WIA Title IB, which serves adults, dislocated workers and youth.

State Workforce Investment Board Certified One-Stops: The State Workforce Investment Board has 19 Certified One-Stop Systems and 24 Certified One-Stop Centers including the first Tribal One-Stop on the Blackfeet Reservation. One-Stop Centers provide services in all 56 counties and 7 Indian Reservations. Recertification occurs every two years. SWIB has recently amended the certification and recertification process based on the feedback from service providers. Guidelines and forms can be found on the SWIB website, www.swib.mt.gov. The recertification documentation requires One-Stop System Contact Information, Organizational and Facility Information, Marketing and Identifiers, Local Economy data, Partnerships, Service Delivery, Employer Services, Challenges, Innovation & Success information. MOU's are required between the SWIB and Operators as well as One-Stop and their partners to also include a roster of their One-Stop Community Management Team.

Community Management Teams were organized under the original WIA 5-Year State Plan in regions – areas within a hundred miles of a community that offers workforce development services. The CMTs include mandatory and many optional partners. Under the guidance and support of the Private Industry Councils and the State, those original CMTs began the process of preparing for One-stop certification under the Workforce Investment Act of 1998.

The State Workforce Investment Board's commitment to promoting the role of the CMTs under the State Plan affords maximum flexibility for local development of the certified One-Stop System. MACo continues to play a role in collaborating with CMTs, Job Service Employer Councils (JSECs), the State Board, and regional and local economic development organizations, and participates in the development of the one-stop system at the most local level.

The State Workforce Investment Board's commitment to promoting the role of the CMTs under the State Plan affords maximum flexibility for local development of the certified One-Stop System. MACo continues to play a role in collaborating with CMTs, Job Service Employer Councils (JSECs), the State Board, and regional and local economic development organizations and participate in the development of the one-stop system at the most local level.

Co-location of One-Stop Centers is encouraged, however Virtual One-Stops and affiliate sites are allowable under this plan where local CMTs and the State Board determine it is in the best interest of the community, or when it is not financially or otherwise reasonable to co-locate. Montana has a large land mass so this approach allows access to services, not to a single "site". This will actualize the Governor's vision to coordinate and integrate services to effectively leverage local resources and meet needs at the local level.

Bitterroot Workforce One-Stop System: Serving Ravalli County, the Bitterroot Workforce System utilizes a campus approach to their One-Stop System. The designated One-Stop Center is at the Bitterroot Job Service Workforce Center in Hamilton. An affiliate site is located at the District XI HRDC. The communities of Corvallis, Darby, Hamilton, Stevensville, and Victor have satellite sites.

The Capitol Area Workforce System (CAWS) is a group of employment and training providers serving Lewis & Clark, Broadwater, Jefferson and Meagher counties who came together to form a new partnership in September of 1998. The designated One-Stop Center is the Helena Job Service Workforce Center.

The Central Montana Workforce System is made up of two formalized entities, the CMWS Community Management Team (CMT) and the Central Montana One-stop Center (CMOC). These two entities are made up of numerous agencies, organizations, and individuals located throughout MACo District VI as well as agencies and organizations from outside the district whose service area includes parts of MACo District VI. Over 200 different entities and programs offered throughout the district leverage their resources to serve Ferguson, Judith Basin, Petroleum, Wheatland, Golden Valley, and Musselshell Counties. The designated One-Stop Center is located at the Lewistown Job Service Workforce Center.

The Eastern Plains Workforce System serves a large portion of Eastern Montana, with 1-Stop Centers located in Dawson and Richland counties, and outreach sites in Dawson, Garfield, Prairie, Richland, McCone, and Wibaux counties, eastern Roosevelt County, and southeastern Sheridan County. Required partners are collocated at the Glendive Job Service and Sidney Job Service.

The Flathead Workforce System Community Management Team provides an integrated service delivery system for education, employment and training, business support, and economic development resources and services to the citizens of Flathead County. The designated One-Stop Workforce Center is located at the Flathead Job Service.

The Havre Area Workforce System has its designated center at the Havre Job Service Workforce Center. Their mission is to “Meet the employment related needs of North Central Montana by providing high quality, meaningful services in a seamless, effective and comprehensive employment and training partnership.” The Havre Area Workforce System has 19 partners serving Blaine, Choteau, Hill, and Liberty Counties, including the Rocky Boy’s Indian Reservation and the Fort Belknap Indian Reservation. Strong Tribal partnerships exist throughout the service delivery area. The Rocky Boy’s Indian Reservation is working to revitalize their economy by focusing on tourism. Aggressive projects to attract tourists have begun which not only provide employment during construction phases, but also provide jobs in the tourism industry for the local population.

The Kootenai One-Stop Workforce System serves the Lincoln County section of MACo District X. The Kootenai One-Stop Workforce System is a consortium of community partners established to collaboratively provide, and continuously improve, the seamless delivery of Workforce Development services in Lincoln County through efficient and effective coordination of workforce programs, information sharing, appropriate referrals and equal opportunity accessibility for all customers. The Kootenai One-Stop Workforce System is fully functional with the Job Service Workforce Center, serving as the designated One-Stop Center, complementing the Consortium.

The Mission Valley One-Stop Workforce System is a collaboration of service providers throughout the Greater Mission Valley, located in various physical locations. The designated One-Stop Center is in Polson at the Lake County Job Service Workforce Center. Close collaboration between agencies in this region has developed an effective network of communication and service delivery to a diverse base of customers, including businesses and job seekers.

Missoula Area One-Stop Workforce System: The Missoula/Mineral One-Stop Workforce Center is the Missoula Job Service Workforce Center. The Center has a commitment to serve all of Missoula and Mineral

counties. The Missoula One-Stop Workforce Center houses Experience Works, Job Corps, Job Service and Rural Employment Opportunities (REO). Center services and programs include: Wagner-Peyser, WIA Adult IB, WIA Dislocated Worker, Rapid Response, TAA, Veterans Employment and Disabled Veteran Programs, Re-employment services, Business and HR consulting services, links to Unemployment Insurance, WoRC, FSET and Older Worker services.

The Missouri River Workforce System (MRWS) delivers services to the counties of Cascade, Choteau, and Teton. The Center is located in the Great Falls Job Service Workforce Center. The MRWS has numerous community partners linking education, workforce development and business. The MRWS holds quarterly meetings, during which there is typically a morning learning session to cross-train staff from one-stop partner agencies. They also hold a business meeting to ensure cooperation, collaboration and efficient delivery of workforce services by all partners.

The Northeast Montana Workforce Development System is located in MACo District I. It serves Phillips, Valley, Daniels, Sheridan, and Roosevelt Counties. Northeast Montana Workforce System has two centers; one at the Glasgow Job Service Workforce Center, and one at the Wolf Point Job Service Workforce Center. A satellite site is in Poplar. The Wolf Point center and Poplar satellite site are on the Ft. Peck Indian Reservation.

The Rocky Mountain Front Workforce System has designated centers at the Job Service Workforce Centers in Cut Bank and Shelby. The Rocky Mountain Workforce System serves Toole, Pondera, and the balance of Glacier County not served by the "Working Friends" One-Stop system.

The Sanders County One-Stop Workforce Center & System encompasses Sanders County and includes areas lying within the boundaries of the Flathead Indian Reservation. This is a rural area with seven different communities lying along US Hwy 200, which runs east and west through the geographic area. It also includes MT Hwy 28 and towns located along that north-south route. A significant portion of the Flathead Indian Reservation lies within Sanders County. Sanders County is Montana's eighteenth most populous county, with an estimated 11,138 residents as of July 2006. Thompson Falls is the county seat is the state's 48th largest city, with a population estimated 1,313 in 2010.

The South Central JobLINC (SCJ): The South Central JobLINC One-Stop Center (SCJC) is located in the Billings Job Service Workforce Center. The SCJC services the counties of Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone. The SCJC has a Hotelling Center at the HRDC office in Hardin and provides outreach services at locations in Carbon, Stillwater and Sweet Grass Counties. Fourteen programs and agencies are located in the SCJC and nine programs and agencies hotel at the SCJC.

The Southeastern Montana Workforce System, for the purpose of the Consortium Agreement is the counties of Custer, Carter, Fallon, Prairie, Garfield, Powder River, Rosebud and Treasure. The Southeastern Montana Workforce System is the name of the partner agencies and organizations that provide an integrated service delivery system for education; employment and training; and economic development resources and services to the citizens of southeastern Montana. The mission of the Southeastern Montana Workforce System is "*To meet the needs of our customers in the vast reaches of rural Southeastern Montana by providing efficient, coordinated, and continuously improving resources and services through a "no wrong door" concept.*"

The Southwest Montana Community Management Team in Butte serves the counties of Powell, Granite, Deer Lodge, Silver Bow, Madison and Beaverhead. The Center is located in the Butte Job Service Workforce Center. The Southwest Montana Community Management Team is active across a large region and has centers located in Dillon and Anaconda and computers for use in rural libraries and courthouses. They have clearly demonstrated responsibilities and cross training to other programs. Each site has resource manuals and works with employers, not just job seekers, supplying resources and assistance.

The Tri-County Workforce System is established to provide a variety of services to better serve our universal customers, job seekers and businesses. The services and system is marketed under the JobLINC system. The communities currently being served are: Anaconda, Warm Springs, Galen in Deer Lodge County, Deer Lodge and Garrison, Avon and Elliston in Powell County and Philipsburg, Hall, Maxville and Drummond in Granite County. Due to economic conditions (transportation costs/lack of public transportation, higher unemployment rates) in this area, certifying and designating this system as a stand-alone will give those seeking any services through a One Stop the opportunity to seek those services locally instead of traveling the 45-50 miles one way to access a certified one stop center in Butte. This separate system will allow better communication, better coordination and better concentration by those partners servicing only these communities in meeting and addressing those needs.

The Yellowstone Area System (YAS) has three centers: Bozeman Job Service Workforce Center, Livingston Job Service Workforce Center, and Belgrade Career Transitions, Inc. In Gallatin, Park, Meagher, Sweet Grass, and Madison Counties, the YAS diligently works to provide services to job seekers and employers. The YAS is a cooperative of employment and training agencies, social service agencies, and private sector business owners whose mission is “To empower individuals to thrive and excel; to manage change; to provide training and learning opportunities; to provide an educated and prepared workforce to area employers; and to help employers adapt to changes in technology, the economy, and the workforce.”

The “Working Friends” One-Stop System is the first and only Native American one-stop center in Montana and serves Native Americans on the Blackfeet Reservation.

Workforce Investment Act Adult, Youth and Dislocated Worker Service Delivery System: Montana has 37 service providers that deliver adult, dislocated worker and youth services in Montana’s two workforce areas. There are seven adult, youth and dislocated worker service providers in the Concentrated Employment Program (CEP) workforce area and 30 in the Balance of State (BOS) workforce area. Adult, youth and dislocated worker service providers are active members of the One-Stops in their area and some adult and dislocated worker providers are a One-Stop Center.

Adult and youth service providers were selected through the Request for Proposal process in June 2012. Contracts are written with the CEP and BOS service providers in each MACo (Montana Association of Counties) District. There are 12 MACo districts in Montana (refer to the chart on page 3 for the providers by workforce areas and MACo districts). In most MACo districts the Adult program funding is split between two providers, generally a private non-profit and a job service workforce center, through a single contract between the Statewide Workforce Programs and Oversight Bureau and the providers. New contracts are put in place on July 1st and run through June 30th of each program year. Dislocated Worker funding is contracted to the Job Service Operations Bureau by the Statewide Workforce Programs and Oversight Bureau and distributed to Job Service Workforce Centers across the state. Youth funding is contracted to providers in each MACo district. The existing service providers have traditionally been providing WI adult, youth and dislocated worker services since 2000 when Montana implement the WIA program.

LEADERSHIP

GOVERNOR’S STATE WORKFORCE INVESTMENT BOARD

The **mission** of the Governor’s State Workforce Investment Board (SWIB) is to engage, encourage and lead alignment across workforce development, education and economic development so that the maximum numbers of Montanans are gainfully employed. The SWIB advises the Governor on responding to industry’s needs for skilled workers, and workers’ needs for good jobs.

The SWIB's **vision** is to promote Montana's economic vitality and sustainability by ensuring that jobseekers have the education, skills and workforce preparation to meet employers' needs.

The SWIB's primary role in achieving its mission and vision is to:

- ❖ **Build An Aligned System Of Education And Training That Is Responsive To Montana's Industries:** Connect and facilitate alignment so that supply-side systems are efficiently and effectively meeting the demand of industry for skilled workers;
- ❖ **Focus On Workforce Challenges In Priority Industries:** Using a sector-based approach, convene system stakeholders and develop solutions for key industry workforce challenges that leverage both WIA and external resources; and
- ❖ **Oversee WIA Programs:** Direct and monitor Federal investments and system service delivery, developing policies and standards to increase efficiency and performance

The Montana workforce investment system is comprised of a large network of stakeholders. Each plays a vital role in ensuring that employers have access to a prepared workforce and that jobseekers have access to services and resources that will enable them to obtain and keep good jobs. The SWIB acts as a leader in this network through its ability to both make connections among these stakeholders and leverage Workforce Investment Act (WIA) resources to bolster the overall effectiveness of the system.

As a high-performing, business-led Board, the SWIB's charge is to lead broad strategic initiatives that leverage resources beyond WIA funding, while providing necessary system oversight. The SWIB, as a result of an intensive planning process in 2009, identified the following as key priority areas for action and committee development that have continued into PY 2012.

- ❖ **Sector Strategies:** (forest/timber, energy i.e. coal & bio mass/bio fuels, healthcare i.e. IT nursing, allied health & long term care, green), Industry Skills Panels
- ❖ **Youth Activities** -Summer Employment Program in partnership with Department of Health & Human Services, Temporary Assistance to Needy Families (TANF) July through September 2012.
- ❖ **Life Long Learning Opportunities:** Innovative Employment & Training Models i.e. I-Best Pilot, Adult Career Pathways & Credentialing

The SWIB committees include the Executive Committee, Workforce Investment Act (WIA) Committee, Life-Long Learning Committee, Sector Strategies Committee, and The Youth Council. These committees conduct business as an advisory body to the Governor on statewide workforce system issues, as well as to assume responsibility for performing all Workforce Investment Act (WIA) local workforce board duties.

Executive Committee: The Executive Committee consists of private sector leaders from each of the three workgroups (described below), appointed representative(s) from the WIA Committee, the SWIB Chair, the SWIB Director, and others as deemed necessary. The Executive Committee leads the SWIB workgroups and has the authority to act on behalf of the SWIB. The Executive Committee's responsibilities are to:

- ❖ Oversee implementation of the strategic plan;
- ❖ Track workgroup plans and progress;
- ❖ Offer leadership around alignment of Workgroups;
- ❖ Offer leadership around leveraging system partners; and
- ❖ Drive the provision of critical workforce data

WIA Committee: The WIA committee is the Regulatory committee that provides oversight, ensures compliance with the applicable laws and regulations governing WIA Title IIB employment and training programs and develops meaningful accountability measures and outcomes.

Lifelong Learning Committee: The Lifelong Learning Committee's focus is on training and education models that provide the current and future workforce with lifelong learning opportunities that are also responsive and aligned with new and changing economies. Such models emphasize "earn while you learn"; lifelong learning/advancement; meeting employers needs immediately (i.e. on-the-job-training, apprenticeship, workplace-based); and using skills upgrading as a strategy to re-build declining economies.

Sector Strategies Committee: Sector Strategies work to develop deeper understanding of the interrelationships between business competitiveness and the workforce needs of the target industry, crafting workforce tailored solutions to that industry and its region.

Youth Council: The Youth Council provides leadership by serving as a catalyst to connect out-of-school youth and at-risk youth with quality secondary and post-secondary educational opportunities and high-growth and other employment opportunities.

ACTIVITIES OCCURRING FROM 7/1/2012 – 6/30/2013

NOTE: Montana Governor Elect Steve Bullock took office January 2, 2013. January 7, 2013 the Montana State Legislature convened. During this time the State Workforce Investment Board did not convene. Current SWIB membership expired June 30, 2013. However, until new appointments are made the current Board continues to serve by way of Executive Committee. The Youth Council is also awaiting new appointments.

Executive Committee: (4 meetings)

- ❖ One-Stop Certification/Recertification Application & Process Review and Modifications
- ❖ TEGL 27-11 State Workforce Information Grant Progress Report and Proposal (2011 & 2012)
- ❖ State WIA/Wagner-Peyser Integrated State Plan/Senior Community Service Employment Plan
- ❖ One-Stop Recertification Applications
- ❖ Agricultural Outreach Plan Annual Update 2013
- ❖ MT Workforce Innovation Grant Progress Report
- ❖ SWIB Funding Report
- ❖ WIA Negotiated Performance Levels 2013
- ❖ TAACCCT State Consortium Grant proposal
- ❖ WIA Funding and Annual Report
- ❖ Waiver of Limits on Employer Reimbursement for On-the-Job Training proposal (pending)

WIA Committee (3 meetings)

- ❖ One-Stop Certification/Recertification Application & Process Review and Modifications
- ❖ State WIA/Wagner Peyser State Plan 2012
- ❖ Review and Approval of Twenty-Four One-Stop Recertification Applications

Lifelong Learning Committee: (1 meeting)

- ❖ Interstate Compact Report (approved by the Legislature 2013)
- ❖ Work Readiness Credential

Sector Strategies Committee: (1 meeting)

- ❖ Educational Opportunities for Beginning, Social Disadvantages & Limited Resource Educational Opportunities for Beginning, Social Disadvantages & Limited Resource Farmers and Ranchers

Youth Council

- ❖ **The Youth Council is awaiting new appointment however, the Council has been busy the past number of years working on the Future ForGED Campaign.** The Future ForGED Initiative is a state campaign sponsored by the Youth Council of the State Workforce Investment Board. The goal of this campaign, created in 2007, is to increase the number of adults and youth with a high school credential in the State of Montana.
 - According to the American Council on Education (ACE), **over 84,000 people in Montana are lacking a GED or high school diploma** (2009).
 - People without a GED or high school credential generally experience higher rates of poverty and unemployment than those who have gained a GED or high school diploma. The State of Montana estimates that **over \$830 million in lifetime earnings have been lost from Montana dropouts** as of 2009 (Office of Public Instruction).
 - It is more important than ever for those without a high school credential to gain their GED. The ACE has recently launched a joint venture with NCS Pearson Inc., a private, for-profit testing company, **with plans to change the format of the test and increase the price and rigor in January of 2014;** making it more difficult and more expensive to obtain a high school credential. The test will only be offered in approved Pearson Vue testing centers, and will also be switching to an computer format, making it more demanding for those who do not have basic computer skills.
 - From now until the changes take effect in January of 2014, the Future ForGED team is spreading the word about how **important it is to get your GED before January of 2014.**
 - The last date to take the current GED test is December 21, 2014. Note: SWIB Staff and Youth Council members participated on the Request for Information High School Equivalency Review Panel. The recommendations went for final approval to the Board of Education. Montana will be moving from the GED exam to a new test called HiSET (High School Equivalency Test) that Educational Testing Service (ETS) developed for us. The new test will begin in January 2014.

Current SWIB and Staff Involvements:

- ❖ Montana Area Health Education Center/Office of Rural Health Advisory Board
- ❖ Montana Health Care Workforce Advisory Committee
- ❖ Statewide Career and Technical Education Advisory Board

Past SWIB and Staff Involvement:

- ❖ High School Equivalency Assessment Panel (OPI/ ABE RFI Review Team regarding options for High School Equivalency vendors. Recommendations went for final review to the Board of Education)
- ❖ Strengthening Montana Big Sky Pathways grants RFP Review Team (OCHE) - Carl Perkins funds for high school pathways projects

- ❖ College!Now Bridge grants RFP Review Team (OCHE) - ABE Transition to Post Secondary
- ❖ Best Beginnings Advisory Committee – Montana Department of Health & Human Services
- ❖ Interagency Rapid Response
- ❖ MT Youth Restoration Partnership – Executive Committee (DNRC) – A network of organizations that want to empower youth and communities to preserve, conserve, and restore Montana’s natural and cultural resources.

GOVERNOR’S DISCRETIONARY (5% SET-ASIDE): No new projects were considered during this time due to the current reduction in funds to 5%.

- ❖ **Montana Associations of Counties (MACO)** receives annual support from Set-Aside funds to support the SWIB’s MACO representative’s attendance at the national association. Currently one MACO representative serves on the SWIB.

WAIVERS

To make the best use of resources, Montana continues to take advantage of federal waiver opportunities to seek relieve from provisions that restrict flexibility and creativity or limit efficiencies. Montana submitted waiver requests covering a broad array of workforce issues as part of the revised State Plan in 2012. The waivers are extended through June 30, 2013. The waivers were developed with the Governor’s State Workforce Investment Board. The waivers are listed below:

- **Waiver to implement the common measures performance standards only for WIA Title IB Adult, Youth and Dislocated Worker Programs:** Montana is currently working under an approved waiver that allows Montana to implement the nine common measures for WIA Title IB adult, youth and dislocated workers and stop reporting on the 17 performance measures (15 core and 2 customer satisfaction). WIA Staff in the Workforce Services Division continue to develop policies and provide technical assistance to adult, youth and dislocated worker service providers to ensure their understanding of the programmatic and reporting impacts of the measures. The benefit of this waiver to Montana and its providers has been the ability to focus on employment placement and retention, earnings, placement in education, attainment of degree or certificate and literacy and numeracy gains thereby making meeting performance standards more attainable. The State has found that ability to focus on only the common measures ensures a greater probability of success.
- **Waive the Subsequent Eligibility Determination of Eligible Training Providers:** Montana is currently working under an approved waiver to postpone the implementation of the subsequent eligibility determination process for Eligible Training Providers. The benefit of this waiver to Montana is that it allows the State to keep previously approved providers and add new providers to the ETPL thus providing customers with training option choices. The result is skilled customers entering the labor marked with increased earnings and retention.
- **Waiver to Allow A State Board to Carry Out the Roles of Local Boards for a Single State Wide Planning Area Structure:** Montana received waiver approval from USDOL in 2006 to move to a single statewide planning area structure. The goals identified in the waiver were to: (1) reduce overhead costs and increasing program dollars; (2) expand the number of One-Stops in the State; (3) redesign youth programs and target youth most at-risk; (4) strengthen the administrative oversight and accountability processes; and (5) increase training opportunities. The positive outcomes that have occurred as a result of the waiver include: maximizing the available money directed to training and services to business; promoting the role of Community Management Teams (CMTs) and including mandatory partners and many optional partners in the One-Stops and CMTs; establishing a Youth

Council that is a sub-committee of the SWIB; and serving a greater percentage more participants with WIA dollars.

- **Waiver to Exempt a State from the Requirement to Provide Local Area Incentive Grants:** Montana received approval to exempt it from the requirement to provide local areas incentive grants to reward regional cooperation, local coordination of activities and exemplary performance. With the decline in WIA funds as a whole, the amount of money each provider would receive as an incentive would be insignificant, and the way the state is able to put the entire amount to more meaningful, proven use by providing technical assistance and training conferences and training on the use of the MontanaWorks computer system positively affects all WIA providers.
- **Waiver to Allow the use of Individual Training Accounts for WIA Eligible Youth:** Montana received approval in June 2011 to waive the regulatory prohibition of using Individual Training Accounts (ITAs) for Youth, with the exception of in-school and younger youth. The benefit of this waiver is the flexibility in youth program delivery and providing the youth customer a choice regarding selection of schools on the ETPL. Youth learn responsibility by making informed decisions and the waiver allows participants to choose their post-secondary educational provider and allows youth service providers to set up ITAs for youth. Success with two of the youth common measure outcomes may be enhanced by this waiver; attainment of degree/certificate and entered employment/post-secondary education.

MONTANA'S LABOR SITUATION

Montana is in the Rocky Mountain area of the northwestern United States, bordered by the Canadian provinces of British Columbia, Alberta, and Saskatchewan on the north, Idaho on the west, Wyoming on the south, and North and South Dakota on the east. Montana is sparsely populated with 1,005,141 people spread over 147,138 square miles. It is the 4th largest state in land area and 44th in population.

Montana continues to experience positive growth in population as indicated by an increase of about 7,474 people from 2011 to 2012, or 0.75 percent. Of the one million people living in Montana in 2012, 62.2% of the population fell within the normal working ages of 18 to 64 years old, which is similar to the national rate of 62.8%. Over the last year, Montana's economy has continued to expand, growing 3.8 percent from 2011 to 2012, with an increase in employment and an increase in annual average wages from 2011 to 2012. Some highlights of the past year include:

- Montana's personal income growth exceeded the U.S. in most quarters and did not lose as much personal income during the recession, losing only 5.5% of the prerecession peak compared to 6.3% nationally. Montana's personal income growth has outpaced the U.S., growing 1.1% each quarter on average from 2010 to 2013. Per capita personal income increased by 3.8% from 2011 to 2012, driving Montana's per capita personal income to over \$37,000 for the first time.
- Montana added roughly 10,700 jobs in 2012 for a growth rate of 2.3%, faster than the national growth rate of 1.9%. Payroll employment, which does not include self-employed or agriculture workers, increased by approximately 7,600 jobs in 2012, growing slightly lower than total statewide employment.
- Montana's unemployment rate averaged 6% in 2012, a decrease of 0.6 percentage points from 2011.

All areas of the state have experienced employment increases over the past year. The South Central region added 3,000 jobs in 2012, resulting in an annual growth rate of 2.9%. The Eastern region, which had only one year of job losses in 2009, also experienced very strong job growth in 2012, stimulated by increased income from the exploration of the Bakken oil shale. The Southwest region gained approximately 3,000 jobs in 2012. Growth is expected to slow somewhat in 2013, but the region is expected to continue to add jobs over the next year. In 2012, the Northwest and North Central regions each experienced increases in total employment relative to the previous year. However the increases in the two regions were modest relative to the other regions of Montana. The Northwest, in particular, suffered a large loss in one of its major base industries during the recent recession, wood product manufacturing, which brought significant income into the area. With home building still depressed relative to pre-recession levels, demand for wood products and employment in the Northwest may take significant time to recover.

SERVICES TO VETERANS

Services to Veterans: Montana has a very unique veteran community. While we are a large state geographically, our overall population is small; yet, we have the second highest veteran population per capita.

Montana has a total of 6.5 FTE Jobs for Veterans State Grant employees for our 23 American Job Center offices. We continue to train all local office staff on the necessity of establishing and maintaining community business relationships, specifically for placing qualified veterans in meaningful employment. Even if an office does not have a grant funded veteran representative, that office has selected a staff member to be the office veteran representative, receiving the same information and training provided by the state.

Veteran representatives participate in meetings with local office staff, Community Management Teams, Labor Management Teams, Job Service Employer Committees, and other community meetings in designing and coordinating services in each local community. Additionally, Montana has established the Veteran Service Provider meeting which meets all across the state. This meeting brings together veteran service providers from all fields to address challenges in their specific community.

Each of Montana's American Job Centers provide veterans with priority of service in relation to employment and training services in accordance with federal law, U.S. Code Title 38, Chapters 41 and 42 and 20 CFR 1001.120 (a)(b). The state has adopted a state policy for priority of service including eligible persons definitions and standards of practice regarding offices without grant funded veteran representatives, newly registered veterans, automated job searches, and report data.

Veteran's priority of service is provided as well in Montana's WIA adult, dislocated worker and youth programs and the State Displaced Homemaker program as required by state policy and in the WIA Policy Manual; and the Senior Community Service Employment Program.

Montana has identified several targeted populations of veterans needing additional assistance. These populations include our tribal veterans, homeless veterans, recently separated veterans, and Chapter 31 veterans. We actively work with each of the seven reservations, plan and attend every Stand Down event, have partnered with the National Guard to travel with them to their demobilizations, and reconcile our Vocational Rehabilitation and Employment Chapter 31 veterans on a monthly basis.

Montana has just negotiated for the 2014 performance measures for the Veteran Employment Program and we do not yet reported the results, however, the previous 2013 data is as follows:

Disabled Veteran Employment Outreach Program	Negotiated	Actual
Veteran Entered Employment Rate	55	60
Veteran Employment Retention Rate	70	80
Veteran Annual Earnings	14,600	17,716
Disabled Veteran Entered Employment Rate	55	54
Disabled Veteran Employment Retention Rate	78	75
Disabled Veteran Annual Earnings	17,096	18,846

Local Offices	Negotiated	Actual	National
Veteran Entered Employment Rate	65	62	50
Veteran Employment Retention Rate	82	83	80
Veteran Annual Earnings	16,662	20,339	16,646
Disabled Veteran Entered Employment Rate	55	56	47
Disabled Veteran Employment Retention Rate	78	81	79
Disabled Veteran Annual Earnings	17,096	22,853	17,992

Montana currently ranks within the top ten performances nationally in each Local Office category. Montana created a Gold Card category within our MWorks database system for our Post 9/11 veterans immediately following the roll-out of the Initiative. Included in the new category was monthly notifications for a follow-up contact and intensive service for qualified veterans who had not already obtained employment. ETA quarterly conference calls have indicated that Montana provides an intensive service between 94 – 100 percent of our newly registered Post 9/11 veterans. Our regional average is in the 40th percentile, and national average is in the 50th percentile.

WORKFORCE DEVELOPMENT ACTIVITIES

Incumbent Worker Training (IWT) Program serves the entire state with \$1,289,428 authorized per biennium through ESA funding. The Incumbent Worker Training Program is designed to increase the skills of Montana's Workforce which is a top priority of Governor Schweitzer and the Montana Department of Labor and Industry (DLI). An important segment of Montana's Workforce that has been overlooked for skill development is those workers who are currently employed by Montana businesses but who need to upgrade their skill level to remain competitive and productive in the work place. Equally important, Montana businesses – large and small – must have highly skilled workers in order to remain competitive in the global economy. Improving the efficiency and productivity of Montana's workers increases the ability of Montana's businesses to produce goods, serve customers, and remain competitive. With Montana's current economic situation, businesses understand that having the highest-skilled workers is increasingly important for meeting their customers' demands for products and services.

Full-time workers may receive up to \$2000 in grant funding, and part-time workers may receive up to \$1000 in grant funding. Eligible employers may train up to 20 workers per location, so grant limits vary depending on each employer's situation.

The business provides a 20% match for training attended within Montana, plus any amount beyond the allowable grant limit per worker. If training is attended outside of Montana, the employer provides a 20% match for the cost of training, a 50% match for travel and lodging, plus any amounts beyond the allowable grant limits. The final employer match varies depending on the training and training location.

Partnerships are numerous, vary by community, and include the Montana Department of Labor and Industry's Job Service offices, workers, labor, businesses, the Business Expansion And Retention (BEAR) program, Small Business Development Centers (SBDC), and Montana Manufacturing Extension Centers (MMEC) throughout Montana. The BEAR program utilizes BEAR teams in communities. These BEAR teams are comprised of local experts in a variety of topics such as marketing, finances, post-secondary education, and the workforce system. Each BEAR team's makeup is unique to their individual community. Local partners work with employers to determine the needs of the employer and their eligibility for resources such as the Incumbent Worker Training program.

- **Benefits to Montana:** Workers, because they acquire transferable skills, skills, talents, and knowledge which make them more valuable in the workplace; are positioned for advancement within the business, potentially availing entry-level positions for other workers or job seekers (talent pipeline); and have potential increase in wages; connect with lifelong learning. Business benefits because IWT elevates skills of Incumbent Workers; increases productivity through efficient workers and processes; increases customer base; increases ability to compete in the national and global economy; provides more flexible workforce; increases retention of employees; strengthens and grows the business; and expands the workforce. Montana and its citizens benefit because IWT develops increasingly more skilled and efficient workforce; expands the economy with an increased tax base; potentially lowers the unemployment rate; cultivates lifelong learning; and provides cost-effective, timely training (bang for the buck).

➤ Comparing Statistics

	SFY2010	SFY2011	SFY2012	SFY2013*
Funding Granted	\$173,354	\$530,013	\$554,486	\$532,155**
# Applications Approved	54	295	405	355
# Workers Trained	150	735	772	677
Average Cost per Employer	\$3,210	\$1,797	\$1,1367	\$1,499
Average Cost per Worker	\$1,156	\$721	\$717	\$786

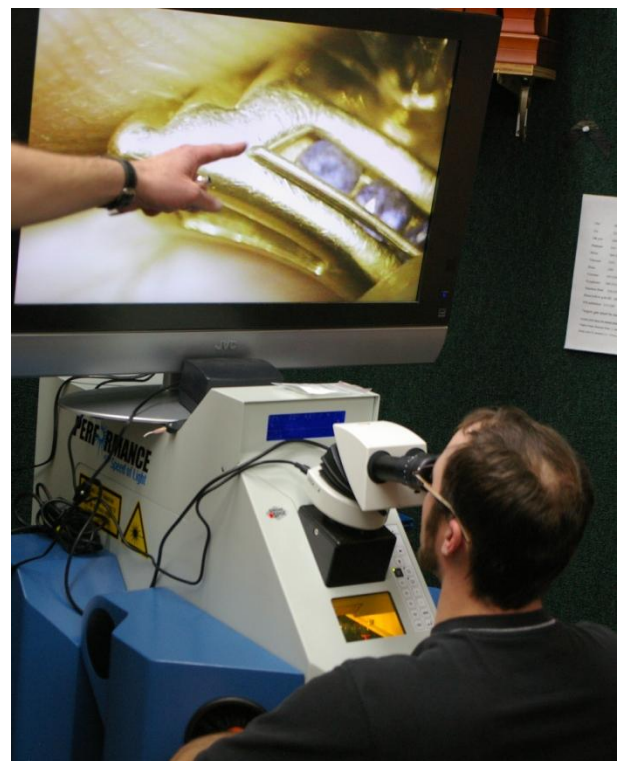
* SFY2013 numbers are preliminary and will not be finalized until June 30, 2014 when final grants are closed out.

**SFY2013 available funding decreased due to increased administrative costs. 100% of available funding was granted.

Examples of Incumbent Worker Training include: Artesian Bread Certification; Asbestos Inspection / Remediation; Auto Body Repair Techniques; Automotive Claims Processing; Branding / Marketing; Communication Training; Computer Software including MS Word 2010, MS Excel 2010, MS Publisher 2010, MS PowerPoint 2010, accounting packages such as Quickbooks, Adobe products, and website management packages; Conflict Management; Grant Writing and Fund Raising; Human Resource Training; LEAN Manufacturing; Montessori Certification; New Management Training; Phlebotomy Certification, and many others.

Incumbent Worker Training Program Testimonials and Success Stories

- ◇ “This program is the key reason my business has grown from a local publication to a national media platform.” Elke Govertsen, Founder, Mamalode
- ◇ “We have been able to do so much with the Incumbent Worker Training Program. If I was to give a number to it, I could safely say that RMR has seen an easy \$400k increase in sales with over 25% of that going directly to employee wages.” Paul Donaldson, Owner, Rocky Mountain Rigging Productions
- ◇ “With the laser training program, we were able to speed up production and repairs of fine jewelry and sell more finished ones to the wholesale trade. Shortly after the training, we have already been able to add one more employee to meet our growing sales demand for our jewelry collection.” John Hykes, Director of National Sales and Marketing, Elichai Fine Jewelry (see photo at right)
- ◇ “We live in a small community, so to be able to send our agents to obtain certifications that allow them to sell a wider range of products to our clients is invaluable.” Kristy Longfellow-Hodik, Co-Owner, Hobson Insurance



STATEWIDE ACTIVITIES

- *Jobs for Montana's Graduates (JMG)*



In 1990 the Montana Legislature provided funding for the Jobs for Montana Graduates (JMG) program to undertake the mission of the Jobs for Americas Graduates (JAG). JAG is a state based, national non-profit organization dedicated to assisting students to stay in school, graduate and successfully transition from secondary-education to post-secondary education, other workforce training, and or the military. The goal of the JMG programs is to help prepare students for life after high school by

raising their expectations of themselves, investigating and selecting career goals, learning and teaching leadership and teamwork skills, and acquiring workplace values and employability skills. Through the relationships between the students and JMG teachers, otherwise known as Career Specialists, students obtain and demonstrate skills through activities such as community service. For students wishing to advance into a post-secondary experience they will have opportunities for campus tours and will gain a firm understanding of how to navigate the Free Application for Federal Student Aid, filling out college applications, and accessing scholarship information. The Career Specialist's follow their students who graduate for an entire twelve month period to ensure they have solid placement in either continuing education, employment, or the military. Currently, JMG programs are in 38 high schools, 11 middle schools, and one out-of-school program. In July, at the National JAG conference JMG was honored with a \$411,260.00 student scholarship fund. Other honors included 15 JMG programs receiving the "5 of 5" award. JMG has received this award for the last 8 years. Eight Career Specialists received the "Outstanding Specialist" award, and finally one award was handed down for the "JAG Model Specialist-Multi Year Program."

The following are the "5 of 5" performance standards and Montana's performance: Montana performance in **RED**.

- 90% graduate from high school (97.84%)
- 60% working (82.87%)
- 80% working, in the military, and/or attending college (96.69%)
- 80% in full time placement (including jobs, education/training) (93.61%)
- 60% in full time employment and/or military (75.33%)

JMG also has had great success on Montana Reservations. The graduation rate for Indian students is 100 %. These students typically enter the program with 5 barriers to success including: excessive absences, inadequate or no work experience, residing in economically disadvantaged conditions, low academic performance, and lacking marketable occupation skills.

In an effort toward continuous improvement and expansion JMG has added two new high schools and three middle schools for the 2013-2014 academic year. JMG has also partnered up with the Workforce Investment Act Youth Programs in Region 5 to pilot joint programming in 9 of the JMG schools.

For more information please contact: Erica Swanson, JMG Director, eswanson@mt.gov/406-444-0978.

- **YouthBuild Helena**

In its second year, YouthBuild Helena served 28 youth between 16 and 24. Of those, 75 percent were high school dropouts with the remaining students coming from the local alternative school. Students participated in educational, construction and volunteer service activities throughout the year. Because so many of the students are high school drop outs, the main emphasis of YouthBuild is to re-engage those students in education that leads to a GED or high school diploma.

The purpose of YouthBuild is to assist at risk youth in obtaining a high school diploma or GED and obtaining occupational skills in construction. As part of the training, students build or rehabilitate affordable housing for low-income families.

YouthBuild Helena is administered by Career Training Institute in Helena, Montana. The three-year project is funded by the US Department of Labor with the Helena School District, Helena College-University of Montana, Montana Department of Labor Apprenticeship and Training program and Mountain West Bank as key partners. In addition, many local businesses and organizations have contributed in-kind or cash to CTI for YouthBuild activities.

During the second year, students built a three-bedroom house between October, 2012, and May, 2013. Students learned every aspect of construction, starting with safety and tool use, but also experienced in depth, hands-on instruction on foundations, framing, drywall, roofing, window/door installation, painting, flooring, trim, siding, concrete work and landscaping.



YouthBuild students received OSHA 101, First Aid and CPR training as well. Many students earned a Home Builder's Institute Pre-Apprenticeship and Montana Department of Labor and Industry Pre-Apprenticeship certificates. Just as important as construction skills, YouthBuild instructors taught the importance of teamwork, conflict management, problem solving, work ethic, having a positive attitude, time management and good communication. Guest speakers provided presentations on personal mental and physical health issues. Some students attended computer classes at CTI and gained proficiency in basic computer, MS Office, keyboarding and career exploration.

A public-private partnership has been a key to the program's success. Mountain West Bank in Helena made a lot available in the Glacier Point subdivision for the YouthBuild program. Power Townsend and Murdoch's provided discounted tools and materials. The program received cash donations from the Town Pump Foundation, Helena Optimist's and Wall Foundation.



By May, 2013, the house, complete with a single car garage and landscaped yard was ready for an owner. Laurie Koutnik, a local realtor with Landmark Company, offered her services, at no cost to the program. The waiver of realtor commissions helped keep the house affordable. A qualified buyer signed a buy-sell agreement the day after the open house in June.

It's important to mention that students were also engaged in volunteer service throughout the year. The worksites included Habitat for Humanity ReStore, historic Kleffner Ranch, SAVE Recycling, Lewis and Clark Historic Preservation, and others. The volunteer labor of YouthBuild students at Kleffner ranch was traded for the opportunity to have the YouthBuild graduation party in the historic barn.

Overall, 79 percent of the students successfully completed the core YouthBuild program. Of those 10 students obtained a high school diploma or GED and 9 students earned a Home Builder's Institute Pre-Apprenticeship certificate and 10 students earned a Montana Department of Labor and Industry Pre-Apprenticeship certificate. A few students continue to work toward their GED or diploma in 2013. Through June 30, 2013, 68 percent of all students were employed or enrolled in post-secondary, with 68 percent having improved their literacy or numeracy. Three students received special recognition: Ryan Luciano, Student of the Year; Manny Rides Horse, Spirit Award; and Shelby Dean, Most Improved Student. In addition, two students, Violet Parry and Hattie Gustafson, attended the Youth Build USA National Leadership Council and Rural Caucus meetings in Washington DC.

YouthBuild students continue working with CTI for up to 12 months after their participation ends. Staff assists students with career and post-secondary counseling, job search, job retention and mentoring. While a few students continue to work toward their GED or high school diploma, other students are working or entering post-secondary education.

OVERSIGHT RESPONSIBILITIES MONITORING

The Statewide Workforce Programs and Oversight Bureau as the oversight entity for WIA title IB programs has the responsibility for monitoring each WIA adult, youth and dislocated worker service provider. Monitoring is conducted on the previous program year so the monitoring that took place in PY'12 was for the period of July 1, 2011 through June 30, 2012 and included a comprehensive review of program requirements, fiscal controls, management information systems, provider agreements and the eligible training provider application process. No major issues were found during regular PY'11 WIA monitoring and the monitoring process revealed that the service providers are doing a good job serving the participants of Montana.

TECHNICAL ASSISTANCE AND TRAINING

WIA Technical Assistance: The Statewide Workforce Programs and Oversight Bureau of the Montana Department of Labor and Industry hosted one Technical Assistance and Training (TAT) sessions in Program Year 2012. The session was held for adult, youth, and dislocated worker service providers in Billings, October 10, 11, and 12, 2012. In addition to giving the service providers assistance on operating their WIA programs, Mary Ann Lawrence provided specific case management training to all of the WIA case managers.

Case Manager Basic Training: The Statewide Workforce Programs and Oversight Bureau implemented case manager basic training that is held twice per year for new case managers. The new case managers come to Helena and spend a day and a half learning the basics of case management as well as the MIS system, MontanaWorks.

Quarterly GoTo Meetings: The Statewide Workforce Programs and Oversight Bureau continued to host quarterly goto meetings with all service providers. These on-line meetings give the Bureau a chance to provide Technical Assistance in a very cost effective, quick manner. The topics that are chosen each quarter come from problems identified on the quarterly reports the service providers must submit to the Bureau and from any new requirements/initiatives that happen to come along.

TAA Round Table: In June 2012, the TAA case managers came together in Helena for the 2012 Trade Roundtable. This provided a timely introduction to the 2011 Trade Adjustment Assistance Extension Act and the resulting changes in policies, processes and TAA related forms.

PROGRAM MANAGEMENT

WIA Adult, Youth and Dislocated Worker Programs: The Statewide Workforce Programs and Oversight Bureau has statewide oversight and administrative entity responsibilities for WIA adult, youth and dislocated worker programs in Montana. Responsibilities include fiscal controls, grant management, participant data collection and tracking, reporting to the U.S.

Department of Labor, monitoring, service provider training, technical assistance, policy interpretation and development. WIA services are provided locally through contracts between the Bureau and service providers.

Rapid Response: The Dislocated Worker Unit in the Montana Department of Labor and Industry is the oversight entity for the Rapid Response program. Assistance and early intervention services for businesses and workers facing layoffs or closures are provided by Montana's Job Service Workforce Centers through individual appointments or in Rapid Response workshops. At the workshops, the affected workers receive information about various programs that will assist them in their transition to new employment. Rapid Response activities have included: commitments from state agencies for ongoing participation in the design and implementation of the States Rapid Response program to ensure timeliness, quality, and consistency in state services; compilation and dissemination to all state agencies of a comprehensive list of exiting services available to assist dislocated workers and their families, and the creation and maintenance of a master database listing all state jobs available to dislocated workers. The Governor's Interagency Rapid Response Team was formed in PY08 to ensure that there is coordination and cooperation among the many state agencies that may provide a safety net of resources and information to assist workers and their families impacted by job loss. The IRR Team continues to provide guidance and resources to local providers of Rapid Response services.

Trade Adjustment Assistance (TAA) is a federally funded entitlement program which offers assistance to workers who lose their jobs or whose hours of work and wages are reduced as the result of increased imports or production being moved to a foreign country. Workers must be included under a petition submitted to and certified by the US Department of Labor in order to access program benefits. TAA offers a variety of benefits and reemployment services to help the unemployed workers prepare for and obtain long-term, suitable employment.

The TAA program was originally established in 1974 with significant amendments made to the program in 2002, 2009 and 2011. Through the TAA program workers may be eligible for training, job search allowances, relocation allowances, and other reemployment services. Weekly Trade Readjustment Allowances (TRA) may be payable to eligible workers following the exhaustion of Unemployment Insurance (UI) benefits. Another benefit that may be available to older TAA eligible workers is a wage subsidy when the worker obtains new employment that pays less than their previous wage.

As with WIA Dislocated Worker and National Emergency Grants, local Job Service offices operate the TAA programs in Montana. TAA eligible workers are also eligible for enrollment in the WIA Dislocated Worker program. In addition, some may also be eligible for enrollment in an NEG. Montana's standard policy is that TAA eligible workers are to be co-enrolled in the other dislocated worker programs for which they qualify, although there may be some exceptions.

In Montana, TAA activity in PY12 has significantly decreased as the large numbers of impacted workers from the timber and wood products industries served in previous program years have completed their reemployment plans and transitioned out of the program. In PY'12, Montana had **11** active TAA petitions covering **357** impacted workers. A total of **289** participants received TAA services and benefits in PY12. This included a large number of individuals certified under petitions that had expired prior to July 1, 2012; but who were still eligible to receive TAA benefits. Major companies with active TAA petitions in PY12 included: Interstate Brands (Hostess), Dick Lucier Excavation and Lee Enterprises. Major industries affected included: commercial bakeries; construction site preparation and newspaper publishing.

Industries and occupations in which TAA participants received training and obtained employment included: CDL related including: over the road, route delivery, crew transporting and oilfield related work in North Dakota & Eastern MT); Medical related including: CNA, medical coding/billing, RN, radiology technician and medical equipment technician; Welder, Welding Instructor, Heavy Equipment Operator , Information Technology, Computer Systems Security Analyst, Safety Inspector, Auto/Diesel mechanics, Recreation Power Equipment mechanic, Mill mechanic, Aviation mechanic, Pilot, Highway Construction Technology instructor, Surveyor; Building Maintenance Engineer, School Janitor; Small business manager, Retail Manager, Retail sales clerk, Receiving clerk, Elementary teacher, Carpenter, Electrician, Boiler Operator, Meat Cutter, Chef, Correction Security Officer; Warehouse Supervisor, Game Warden.

The following are TAA success stories submitted by TAA service providers:

- ***David P.** completed CDL training and was able to obtain employment with Highway Technology. He is earning \$20 per hour and is working in the local area. David reports that he is earning enough to provide for his family and catch up on his financial obligations. TAA participant was a prior Plum Creek worker who started nursing school in 2009; she has one small child and managed to receive high grades while commuting over 40 miles one way to school. She worked hard to get through the nursing program, and she graduated in June and obtained her RN License in July with a job waiting for her making \$17/hr. Without the assistance of the TAA grant and the Timber grant she would not have made it through as quickly as she did, she is very appreciative of the programs and believes that her success is because of this program.*
- ***CR** was laid off as part of a mass layoff at Plum Creek in June 2009. He started at the University of Montana in the fall 2009 in the Radiology Technologist Program funded by the TAA Program. He was co-enrolled in WIA Dislocated Worker Program and the NEG-Timber program when it was available. CR did extremely well in school, but due to the highly competitive nature of getting into the final year of the program, he was not accepted. He investigated alternative schools and presented a proposal of completing his final year of studies via a combination of hands-on practicum at a local hospital, classroom study for 2 days in Billings and coursework via distance learning through Weber State University. This change in his training plan was approved by the Program Manager. CR graduated in April 2013 and was able to attend his graduation ceremony at Weber State University in Ogden, UT, where he received special recognition for having the highest grades in the Radiological Technology program. He has been offered PT employment (32 hrs per week) at \$17.99 per hour at the hospital where he did his practicum for the past year. CR has had the support of his family and his case manager during this long road to retraining and has done very well. He is truly a success story.*
- ***PR** was the Manager of Plum Creek in Pablo and was not laid off until December 31, 2009. He was not sure what he wanted to do as far as training but had extensive electrical background with many hours of experience. He decided to*

take the electricians courses offered by Penn Foster and completed all coursework in late April. He now is studying for the State of Montana Journeyman's Electrician's license and hopes to take the test in late July or early August. PR set benchmarks along the way for himself to ensure that he stayed on track with his distance learning studies. He completed all coursework timely and received excellent grades.

- **Michael B.** was laid off from Montana Rail Link where he was working as a Customer Service Manager. He completed his Master's in Education Degree through the TAA Program at the UM and went on to complete the Driver's Education Program through MSU-Northern to gain his credential allowing him to teach Driver's Education at the High School Level. This allowed him to land a teaching position at Bonner School where he is working full time making \$36,000.00 per year.
- **Autumn E** was laid off from Smurfit Stone Container when the Mill closed in January of 2010. She had been a registered nurse and with the TAA program, she was able to return to school and obtain her nurse practitioner's degree and license. She is now working in New Mexico and is making \$39.00 an hour.

Montana received a **TAACCCT statewide consortium grant** in September, 2013. The Strengthening Workforce Alignment in Montana's Manufacturing and Energy Industries (SWAMMEI) project offers TAA-eligible, veteran and other low skilled student populations an opportunity to access accelerated training anywhere in the state. Each SWAMMEI stacked credential uses a common delivery system to provide interactive, technology-enhanced and online curriculum. This approach creates significant efficiencies, wherein a single faculty facilitator can deliver online training to students across the state. Web-based curricula are reinforced with practical, hands-on-training components that students can complete in a consolidated period of time. Total Consortium Award Amount: \$24,978,329.

National Emergency Grant (NEG) funds are the Secretary of Labor's discretionary Dislocated Worker funds that are set aside to serve specific populations of dislocated workers. When a State suffers a major dislocation, they can apply for assistance for a specific population and receive a grant to serve those dislocated workers. NEG's provide the same types of services as the regular Dislocated Worker program. Grants are awarded for a two year period; however, that period can be extended in some situations. In Montana, the local Job Service offices operating in the counties specified in each awarded NEG receive grant funds to provide services to the identified worker population.

In Program Year 2012, Montana operated two continuing NEG's. The continuing grants were the Western Montana Timber & Wood Products Economic Impact NEG and the OJT (On-the-Job Training) NEG. A total of **606** participants have been served through these two grants as of June 30, 2013. In late June, Montana was awarded a new grant ~ the Dislocated Worker Training NEG.

The Western Montana Timber & Wood Products Economic Impact NEG: This \$1.8 million grant has served hundreds of impacted workers from timber and wood products companies in the 7 western counties of the state. Worker dislocations that were a result of the Smurfit and Plum Creek closures and downsizing are eligible for services under this grant; as well as numerous smaller operations - such as, logging and log hauling companies - within the timber and wood product industries. Since the inception of this NEG to the grant period end date of December 31, 2012 ~ **479** workers impacted by layoff events from **39** different companies had been enrolled for services.

The **On-The-Job Training NEG** was awarded September 30, 2010 to serve the long term unemployed as a result of the recession. The \$889,009 award was used to help employers and workers by reimbursing some of the extraordinary cost to the employer to train new workers. The hire-first philosophy of on-the-job training is similar to the apprenticeship model and has been a highly successful re-employment initiative in Montana. Because of the success Montana had with the grant, we were one of the few grantees who were awarded additional funding to continue the program. On June 29, 2012, Montana was awarded an additional \$1,256,009 to serve a total of 145 people in the program. As of June 30, 2013, Montana has served **127** workers by putting them into on-the-job training positions learning new skills. The grant is scheduled to end June 30, 2014.

The **Dislocated Worker Training (DWT) NEG**: This \$1.4 million grant was awarded to provide training services for up to 280 eligible dislocated workers across the state with a priority on serving three specific target populations: the long-term unemployed (27+ weeks), those at risk of being long term unemployed as determined by the Unemployment Insurance Division, and unemployed post-9/11 veterans. Grant funds can only be spent on training services by way of either on-the-job training; apprenticeships or post-secondary training institutions - including distance learning. Because the grant was awarded so late in the program year, we were not able to allocate funds to local Job Service offices until July 1, 2013; so, there were no participants in PY12. The grant period for this NEG ends on June 30, 2015.

Disability Navigator Program: *Improving Outcomes for Individuals and Providing Enhanced Service Delivery for Individuals with Disabilities*: The Disability Navigator Program began in the Montana Department of Labor & Industry through a grant with the main purpose of the grant being to fund Disability Navigators within the One-Stop system. The Disability Navigators assisted individuals with disabilities in gaining a better understanding and more access the services and resources available through their local one-stops. The sustainable outcome from the Navigator grant are the Disability Resource Coordinators (DRCs) located in local Job Services who continue to provide the same level of services and information for individuals with disabilities. Some of the areas that the Disability Resource Coordinators provide assistance and information includes but is not limited to: Job Listing and Referrals; resume assistance; community resource information; the Americans with Disabilities Act; Career Exploration; and Job Search Assistance. Disability Resource Coordinators are located in Regions 1, 2, 3, 4 and 5 and are available to serve individuals with disabilities in all 56 Montana Counties.

Montana's State Displaced Homemaker Program: The State Displaced Homemaker program, originally established by the Montana State Legislature in 1983 and amended in 1995, provides services to Montana residents 18 years of age or older who have been in the home primarily caring for the home and family without compensation and for that reason have diminished marketable skills; and have been dependent on public assistance or on the income of a relative but are no longer supported by that income; or whose youngest child will soon become

ineligible for TANF; or are unemployed or underemployed and are experiencing difficulty in obtaining suitable employment; or is a criminal offender.

State Displaced Homemaker service provider partners include programs such as WIA youth and adult program providers, public assistance programs (SNAP E&T), Voc-Rehab, Volunteers of America, YouthBuild, and the WoRC program.

The program is administered by the Workforce Services Division in the Montana Department of Labor and Industry and receives \$257,772 annually. Most of the funding, \$230,370 is directly granted to six private, non-profit organizations in local communities to serve individuals. In PY'12 there were 119 participants that received services through the State Displaced Homemaker program with 75% of the participants exiting the program to employment at an average wage of \$13 per hour. State Displaced Homemaker performance measures are entered employment and wage at placement. Program operators have consistently met and exceeded expected performance.

WIA-TANF Summer Youth Program

Once again, in response to the joint letter issued from the U.S. Department of Labor Employment and Training Administration and the U.S. Department of Health and Human Services, the Montana Departments of Labor and Public Health and Human Services entered into an agreement to partner in a WIA-TANF summer youth program that ran from July 1, 2012 through September 30, 2012.

The project was designed to promote job preparation in meaningful work experiences for youth. Eligible youth enrolled in the WIA-TANF program were between the ages of 16-18 (19 if still in school), receiving, or a member of a family receiving public assistance, or were WIA income-eligible and had one or more youth barrier. There were 187 youth enrolled in the WIA-TANF youth program and placed in Work Experience. While the expectation of the youth enrolled in the WIA-TANF summer program was to return to school in the fall, there were a few youth that were permanently hired on at their summer worksite. One youth was hired on a permanent basis with the city at a starting wage of \$12.86.

FINANCIAL ANALYSIS



Montana completed its thirteenth year of the Workforce Investment Act with an overall spending rate at 86%. Adult, youth, and dislocated worker services providers are in place, as well as the rapid response delivery system. Participant data collection and analysis has been completely automated. Montana is a single planning state with no mid-administrative level; therefore local admin expenditures are quite low.

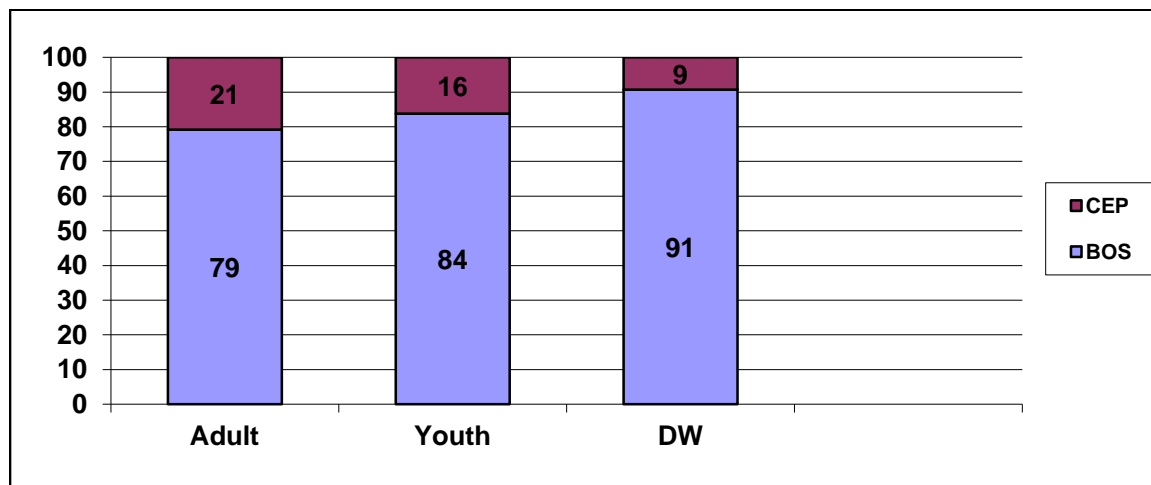
The WIA program has made a significant difference in providing participants with the training and skills needed to enter the workforce at a self-sufficient wage.

<p align="center">WORKFORCE INVESTMENT ACT FINANCIAL STATEMENT PROGRAM YEAR 2012 July 1, 2012 through June 30, 2013</p>

PROGRAM	AVAILABLE	EXPENDED	BALANCE REMAINING	PERCENTAGE EXPENDED
Statewide Activities	\$ 349,135.60	\$ 79,925.98	\$ 269,209.62	22%
<i>Carry-in</i>	\$ 404,457.17	\$ 404,457.17	\$ -	100%
Rapid Response	\$ 557,146.75	\$ 505,731.51	\$ 51,415.24	90%
<i>Carry-in</i>	\$ 8,606.71	\$ 3,345.44	\$ 5,261.27	38%
Local Admin	\$ 548,588.65	\$ 190,783.39	\$ 357,805.26	34%
<i>Carry-in</i>	\$ 239,156.64	\$ 239,156.64	\$ -	100%
Local Adult	\$2,030,137.00	\$1,919,083.08	\$ 111,053.92	94%
<i>Carry-in</i>	\$ 52,002.99	\$ 7,415.04	\$ 44,587.95	14%
Local Youth	\$2,067,528.00	\$2,021,861.02	\$ 45,666.98	97%
<i>Carry-in</i>	\$ 43,406.61	\$ 43,057.20	\$ 349.41	99%
Local DW	\$1,430,176.00	\$1,323,996.93	\$ 106,179.07	92%
<i>Carry-in</i>	\$ 50.00	\$ (13,034.94)	\$ 13,084.94	0%
Total All Funds	\$6,982,712.00	\$6,041,381.91	\$ 941,330.09	86%
	\$ 747,680.12	\$ 684,396.55	\$ 63,283.57	91%

As Montana completes its thirteenth year of WIA services, the state is in a better position to analyze and compare data from previous years and use this data to develop more effective and efficient program elements and service delivery systems. In Program Year 2012, over **2,600** adults, youth and dislocated workers received intensive and training services under the Workforce Investment Act. Among the intensive and training services provided to participants were Work Experience and On-the-Job Training, short term prevocational training and occupational skills training. Services were provided with an overall investment of local and state resources totaling more than \$7,700,000. Some of these resources were invested in support systems, such as state administration. Some were invested in other statewide activities such as those described in the narrative section of this report. Rapid response services were also provided to many dislocated workers who were not listed as receiving intensive or training services.

WIA funds were allocated per the funding formula as outlined in the State's Five Year Strategic Plan. In PY 2012 the formula funds were directed to the BOS and CEP as follows:



	Adult		Youth		Dislocated Worker	
BOS	79%	\$ 1,607,869	84%	\$ 1,732,588	91%	\$ 1,297,169
CEP	21%	\$ 422,268	16%	\$ 334,940	9%	\$ 133,007

TOTAL PY'12 WIA PROGRAM FUNDING

The total funding for Montana's WIA adult, youth and dislocated worker programs for Program Year 2012 was \$6,982,712. The chart below shows the percentage of the funding for each program.

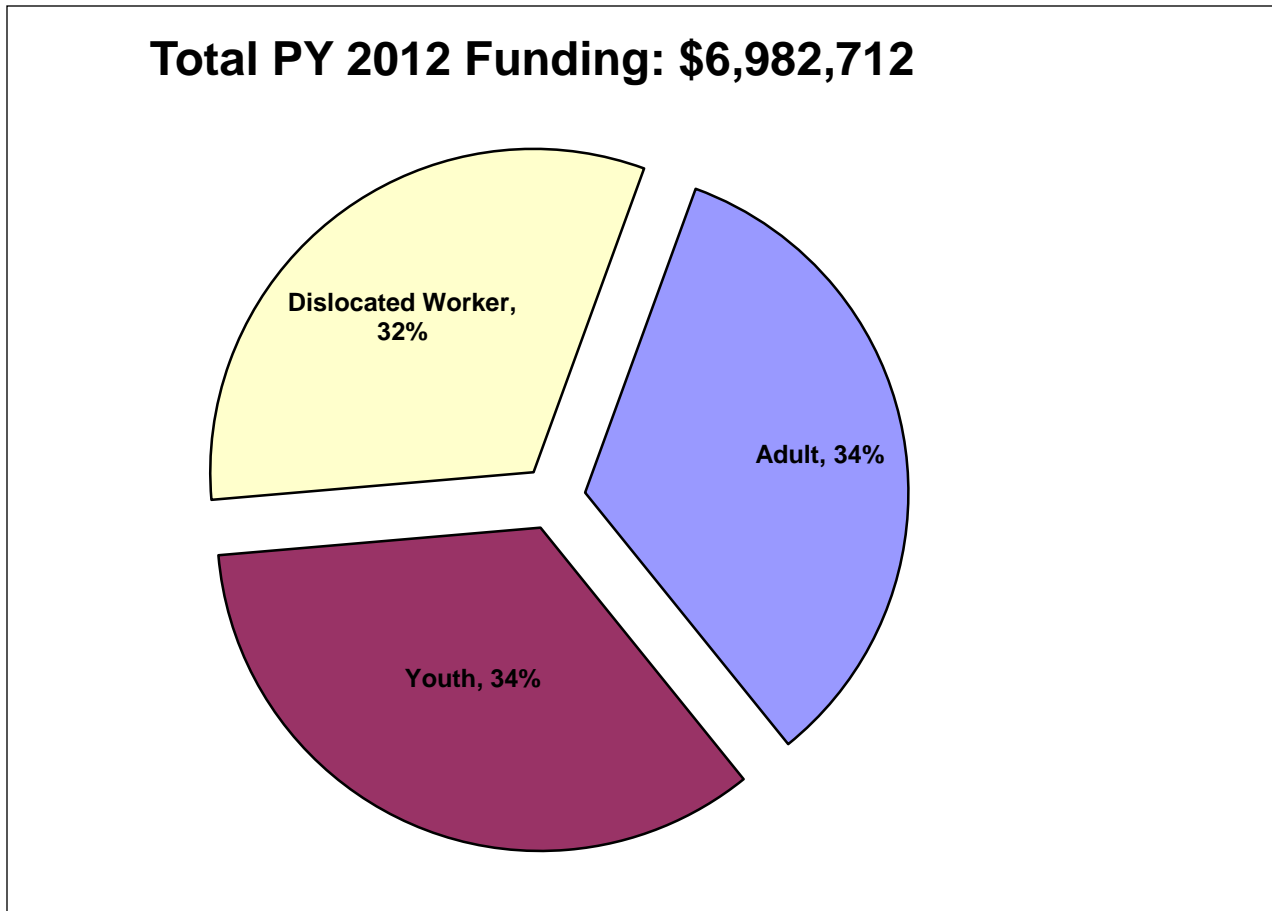


Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	2,141,442
Local Dislocated Workers	1,432,524
Local Youth	2,158,352
Rapid Response (Up to 25%) 134 (a) (2) (A)	509,077
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	381,666

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	42,825
	MT Association of Counties	6,074
	Math and Science Initiative	38,871
	National Center for Health Care Informatics	14,947
<i>Total of All Federal Spending Listed Above</i>		6,725,778

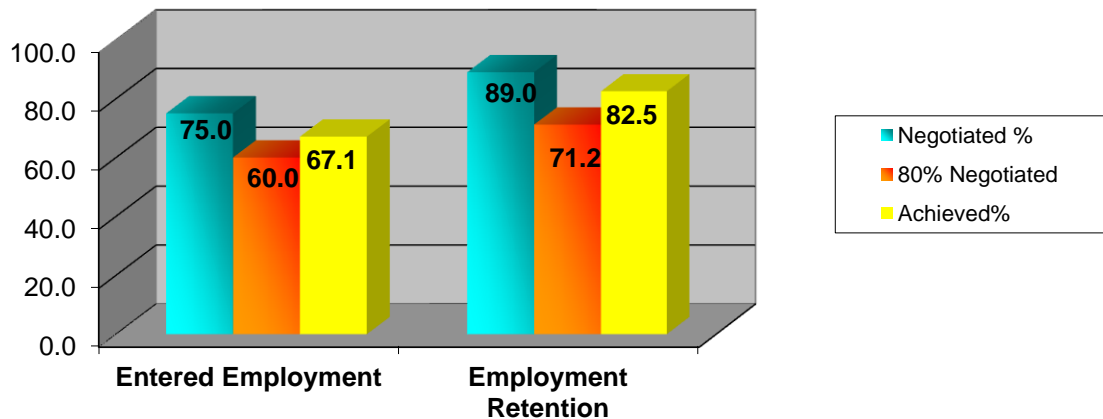
WORKFORCE INVESTMENT ACT TITLE IB PROGRAMS

MONTANA'S WIA ADULT PROGRAM

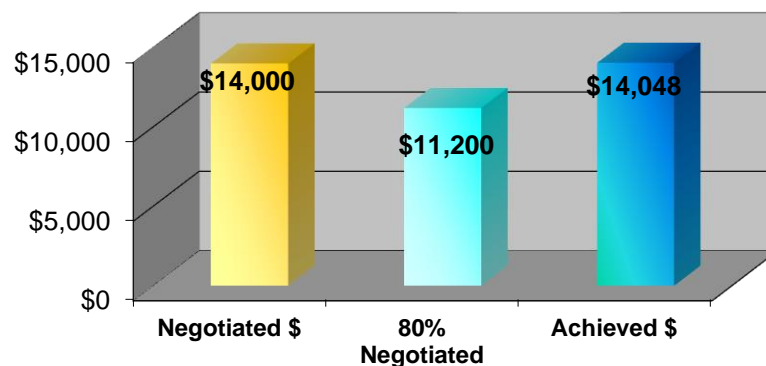
In Program Year 2012, a total of 575 adults were registered to receive intensive and training services. Training services that were generally provided included: occupational skills training; entrepreneurial training; skill upgrading and retraining; workplace training and related instruction that included cooperative education programs adult education and literacy activities provided in combination with the training activities; and customized training with commitment by employer or group of employers to employ the individual when they successfully complete the program.

ADULT COMMON MEASURES PERFORMANCE ENTERED EMPLOYMENT/EMPLOYMENT RETENTION SIX MONTHS AVERAGE EARNINGS

**Adult Employment Performance
PY 2012**



**Adult Six Months Average Earnings
PY 2012**



NOTE: The Employment and Training Administration (ETA) negotiates performance at certain levels for each performance measure. States can pass performance by meeting 80% of the negotiated values for each measure.

ADULTS ACHIEVING SUCCESS

The following are samples of WIA Adult success stories that have been submitted by program operators from all across the state during the past program year. While the successes have been varied and many, the samples below are shared based on positive employment outcomes for some of the individuals served.

- *Deb was laid off on October 4, 2010. She was enrolled in the Job Service Adult Program and co-enrolled with the Adult Program at Career Training Institute and the State Displaced Homemaker Program as well as the SNAP ET Program. She also was accepted into Vocational Rehabilitation Program. The participant's main need was to get trained in the use of the different Microsoft Office Suite Software. Career Training Institute was still offering classes for the Business Office Specialist Training and we enrolled our participant into that training program on November 22, 2010 and she completed the program on 04/08/11. She also took a couple of beginner accounting classes through University of Montana Helena. This participant was able to work for a temporary agency once in a while to help and acquire additions skills. Deb was hired by Farm Bureau Insurance Company and was able to get her Insurance License back. Her hourly wage is \$10.00 per hour and she gets a lot of overtime. She started this new job on July 3, 2012. The job doesn't have any benefits at this time but she is employed and looking for better wages and benefits.*
- *One of our participants faced her college years with a deep desire to reach her goal of being a teacher and coach, knowing that it would be a struggle. She had always done well with hands-on learning but book learning was hard. She dropped and failed several classes but was determined to reach her goal. She sought help from tutors to financial assistance from WIA to continue in training and reached her goal! She earned her degree and started her 1st teaching and coaching job this fall semester.*
- *One of our greatest success stories involves a young, single parent dad who enrolled in our program 2 plus, years ago. He had been in WIA as a youth and had many issues while in that program. At the time he enrolled with us, his son was a not quite a year old. Based on his past, his current responsibilities, and given the rigor of the nursing program, we weren't sure he could succeed. Through his two years as a student, he had a major breakup, lost his housing, went through a custody battle with his son's mother, and had some conflicts with classmates, based on the breakup (small school). Through it all he persevered and now is working full time of \$23.05 an hour. He has plans to buy a house and we are sure he will continue to be successful. This is a kid who had a miserable upbringing, poor family and parental experience who now is a responsible, working adult. He is a good parent and we know he will do well!*
- *One of the young men who was enrolled in the nursing program in Havre has received a job which pays \$24.00/hr and is 36 hours per week. This is one of the professions we encourage participants to become a part of whether it is as a CNA, LPN, or RN as the demand for these jobs is great in most places.*
- *TF contacted our office in July 2009. He and his family of 6 moved to Lewistown to attend the MSU-Northern two year nursing program. He had owned a very successful business but was injured and unable to continue with the type of work he was doing. He felt he had an aptitude for nursing and was very excited to start training for nursing. He and his family were on food stamps and his wife was seeking full time employment. Most of the students in the MSU Northern program are non-traditional students and are very motivated to successfully complete their training. TF graduated in May 2012 with an associate in nursing, passed his State Boards and obtained his registered nursing license. He accepted employment in Michigan at \$21.36 per hour. His family has relocated with him.*
- *A mother who has been out of work for 3 years, and has completed a work experience through the TESP program, and then through job search, and the WIA program was able to obtain full-time work for \$10.00 an hour. She was also able to obtain housing in a safe neighborhood for her and her family.*

- *Katie was a co-enrolled participant with Job Service. Through partnering Katie graduated from Montana State University Billings with a Bachelor's Degree in Criminal Justice. The YWCA placed her into a paid Work Experience with the Office of the Public Defender. She gained experience in her career field, networked, acquired excellent references and adapted to the company culture. When a permanent position opened in the office, Katie was asked to apply. She got the job and after completing a training program, received a pay increase. We expect great things for Katie; she has opportunities to advance with her current employer and will be able to move on to other job opportunities as well. We continue to provide Follow-Up services for Katie.*
- *Kristina F. was assessed on July, 2011 for purposes of seeking training as a Certified Nurse Aide. She had been laid off as a Paraprofessional with a local school district, was collecting unemployment benefits and was in receipt of SNAP benefits. She was co-enrolled into Adult and Dislocated Worker programs with her C.N.A. training paid for through the Adult funding program and Supportive Services through the Dislocated Worker program. Kristina's family situation at the time was spouse was also in layoff and they had a small child to support. Because she had the opportunity to work with special needs children in her capacity as a Paraprofessional, and after doing further research on in-demand occupations in this area, she felt that becoming a Certified Nurse Aide would be an appropriate occupational choice to expand on her experience in the school system. She was subsequently approved for funding and attended the College of Technology's C.N.A. program training offered at the Bitterroot Valley Living Center in Stevensville. Upon graduation, she received an offer of employment at the Bitterroot Valley Living Center as a C.N.A. and accepted that position. She continued in that position until relocating to California, which is where she grew up. She has since found employment there as a C.N.A. working at a care and rehabilitation facility. She continues to love the work she was trained to do and feels it will be a stable career for her.*
- *In January we enrolled a transient gentleman that has been working in the area for about 10 months. He was having a problem obtaining the necessary licensure for plumbing so was going to do construction, but was struggling getting employed or maintaining employment. When he came back in he was living in his pickup and remained that way until we were able to assist with relocating him to Terry. We worked with him to get his dentures fixed, which was a barrier to employment. Since they didn't fit right and he did not have the funds to buy the glue the dentures would fall out while talking and he would drool and spit. As he talked he sounded intoxicated much less the issue in person. We also worked with him on communication skills to prevent him from talking negatively about all that he comes into contact with regarding previous co-workers and employers. He was able to interview twice and successfully obtain a job. We assisted with the relocation and two months of rent.*
- *Closed one client out of follow-up, she is currently working for ONEOK Partners out of St Tulsa, Oklahoma. She just received a 7% raise she is now making \$38.94 per hour. She states she loves her job and enjoys the traveling that comes with it.*
- *Wylie graduated from college with nothing in his bank accounts and desperately needing employment. It was taking him so long to connect to employment his parents were really worried about him. He interviewed for Beaudette Consulting Engineers but was missing some required skills for the CAD Technician position. We enrolled him into an Adult OJT with Beaudette and both he and Beaudette are very pleased. Wylie's starting wage with Beudette is \$15.00 per hour.*

- Lauren came in for a pre-assessment as she had been talking with a local employer that was interested in hiring her. This employer was aware of the On the Job Training opportunities and was hoping to hire Lauren in a training position. Lauren was eligible for the Adult Program and was hired for the position of Guest Service Manager. We were able to write an OJT contract for to get her the type of training that was required for this Management position. Both the employer and Lauren were very excited about how well the training was going and how perfect the fit was for both of them. Lauren completed her OJT contract in June and we have completed our 1st quarter after exit follow up.
- We enrolled Shannon in the Adult Program. He was also in the Veterans Program and they had started him in school. We were able to bring him into our office as a Veterans Work Study to help with Veterans in our office. While in the Work Study Program he became acquainted with the workings of the Homeless Veterans Program in our office. His goal was to help people and a job came open in the Homeless Veterans Program and he felt that he would be able to help fellow veterans so he applied for the position and got the job. He already had the qualifications for the job so there was no need to attend additional training at that time. He was able to secure a fulltime permanent position with pay of \$33,000 annually plus benefits and other perks. Shannon is due for a raise and expects his salary to increase by \$5,500.00 plus other benefits. I think this worked out well for Shannon.
- Audrey is a single parent of three small children: ages 1, 2 & 3. She recently came back to the Flathead from ND where she was working as a housekeeper. She left her job there because she wasn't getting enough work. She submitted a hire offer from a company in Williston if she could get her CDL. Audrey completed training successfully and received her CDL license. She started working for this company driving a belly dump for \$23.00 in Williston, ND.
- Corie was approved to get his CDL license funded by the WIA-Adult program. He connected with employment driving a truck for a company in Williston making \$22/hr. He will work 30 days on and have one week off and expects long days. Participant was able to connect with employment almost immediately after obtaining license!
- Scott requested WIA Adult assistance to obtain a CDL license in January. However there was not enough money to fund training at that time. Scott was in the office daily diligently trying to connect with employment. Fortunately, we received additional WIA-Adult funding. We were able fund his training and also assist him with Job Search assistance to North Dakota. Scott obtained employment within the first 2 weeks of completion of training. He is earning \$20.00 hour as a driver in Williston, ND.
- Cassie is a participant who was working with VocRehab to connect with employment. They were unable to assist her with the CDL training which would enable her to get a specific job that she was applying for. WIA -Adult enabled her to get the training she needed. WIA -Adult assisted with lot rent since the training took a little longer than planned due to some of the barriers that she had. She completed her training successfully! WIA funded auto insurance and mileage to job. She is now employed with her dream job!
- Harriett V. met with program staff in April of 2013 for WIA intake assessment. She had her Class A Commercial Driver's License but had been unemployed since April of 2012. A trucking company out of Billings, MT was ready to hire her as long as she could get to Billings for two days of orientation. We were able to fund her transportation and per diem costs from Hamilton to Billings using Adult funds. After successfully completing orientation, Harriett was given a truck and is now successfully employed as an OTR driver between Billings, Missoula, and Spokane. Harriett was exited to employment on 5/1/13 and is now in follow-up.

- Josh is a veteran and single dad raising a seven year old daughter. She is the most important person in his life and that drives him to succeed in his training and career goals. Josh was referred by the Rocky Mountain College TRIO Program, Services for Academic Success (SAS). YWCA Billings assisted with supportive services help during spring semester 2013 as he completed course work toward a Bachelor's Degree in Aviation Management with a minor in Economics. Some sort of snafu prevented him from graduating in May so he is completing a final class this summer and will soon receive his official diploma. In the meantime he secured a full-time job with NorAm Wellsite Services. He performs mechanical/geological work half-time and administrative work to round out the position. He earns \$18.00 hourly and enjoys the company and the work he performs.
- A homeless young lady who grew up in a different culture left her family and the only lifestyle she knew to move to Helena. She knew no one, had nowhere to live, had an 8th grade education, and no work experience. She obtained temporary housing, completed and obtained her CNA license, got her GED, purchased a vehicle, and obtained full-time work as a CNA. She was also the recipient of the Clifford White Cow award for making a significant change in her life.
- Married father of 4 children, had completed training in an out of state facility in welding, and been unemployed for more than two years has found employment. This individual was able to get certifications in welding, assistance completing a OSHA 30 safety course, help with travel & housing expenses, and as he was accepted into the Boilermakers Apprenticeship program. He was dispatched out to work as a first year apprentice for \$24.45 an hour.
- A single mom of two children with little to no work history, was able to gain computer skills through the computer classes at CTI, and complete 8 weeks of a work experience at the Helena Job Service that lead her to her current position as a document technician for the Department of Labor & Industry. She is now employed full-time at \$9.50 an hour with benefits and a pension building.
- James was a business owner who was in the process of filing bankruptcy due to the down turn in the economy. He is the father of 6 children, all of whom are still in the home. He came to our office requesting assistance with funding to attend Sage Truck Driver Training. He felt this type of training could ensure that he could be working shortly after completion. We were able to provide the funding for the course, and he completed the training with flying colors. After training, James sent out several applications and he was offered employment in Williston, ND. He had to purchase fire proof clothing costing over \$200.00 which he had to borrow. After arriving at the work site, the initial offer for employment was withdrawn. James was devastated. He stayed in his truck for 3 days while searching for other employment in the area. He then received a call from the same employer offering him a supervisor position, rather than the position they had first discussed. This is a better position with the company, and includes housing, a company vehicle and gas card, I Pad, and \$250 per day. He is also able to come home every 3 weeks. This could not have happened if he had not received his CDL. He is very grateful.
- Crystal came to our office through the Job Service's working partnership with Tribal Housing. Crystal and her husband have four children. Her husband is a full time student. They are homeless, and are living in a transitional living center. The living arrangements are not big enough to have all her children with her. Two of her children live with her mother nearby. Crystal worked for a company that provides home health assistance, but they have little work available to her in the local area. After verifying program eligibility Crystal was enrolled in the WIA Adult program. She did not have her GED, as she only went to school until fifth grade and then was home schooled. She stated that her parents were bikers and they lived on the road. Her TABE scores were at a 5th grade level, but yet she did not appear to have any trouble reading or writing. She had been working as a PCA in the past, and was still employed. Her goal was to obtain her C.N.A. Certification and to be able to earn a better wage to help with her current financial crisis. After talking with the C.N.A. Instructor about her literacy level it was determined that the trainer would make every effort to help Crystal through the program. After just one week of the 4-week course, the Instructor notified the case manager that Crystal could not read the board or see at a distance. Through supportive services, the program was able to provide an eye exam and purchase glasses for her. Crystal had apparently been having trouble seeing for some time. Crystal completed the course and passed the state examination. She is now a licensed C.N.A. who is currently employed, and she is now making a suitable wage. She has hopes of getting their own place soon. Part of Crystal's new employment includes obtaining her GED.

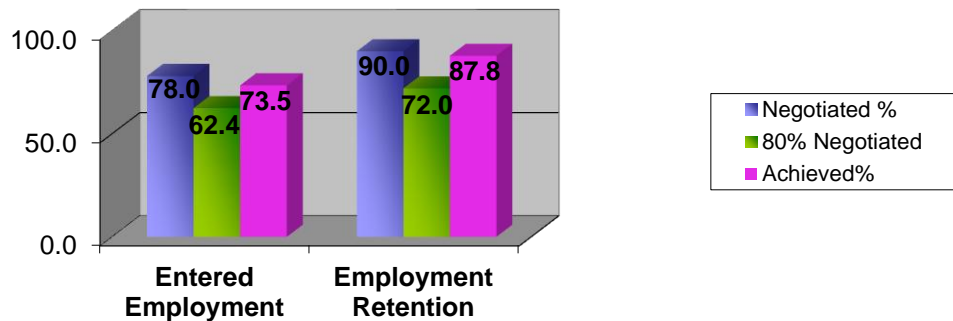
MONTANA'S WIA DISLOCATED WORKER PROGRAM

Achieving Re-employment for Montanans

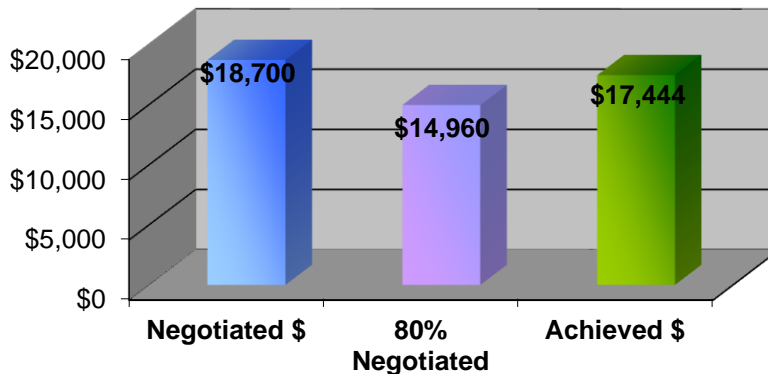
In Program Year 2012, a total of **778** dislocated workers were served in the formula funded WIA Dislocated Worker program. In addition, certain groups of dislocated workers received services through National Emergency Grants (NEGs) funded with discretionary Dislocated Worker funds. Participants in these programs received services such as remedial training, classroom training, skill upgrade and retraining, workplace training, relocation assistance to a new job, assistance in buying tools and equipment needed for training or a job, and various other supportive services needed while a person is advancing their skills or looking for work.

DISLOCATED WORKER COMMON MEASURES PERFORMANCE ENTERED EMPLOYMENT EMPLOYMENT RETENTION SIX MONTHS AVERAGE EARNINGS

**Dislocated Worker Employment Performance
PY 2012**



**Dislocated Worker Six Months Average Earnings
PY 2012**



NOTE: The Employment and Training Administration (ETA) negotiates performance at certain levels for each performance measure. States can pass performance by meeting 80% of the negotiated values for each measure.

DISLOCATED WORKERS ACHIEVING SUCCESS

- **David P.** completed CDL training and was able to obtain employment with Highway Technology. He is earning \$20 per hour and is working in the local area. David reports that he is earning enough to provide for his family and catch up on his financial obligations.
- **Keith B** was enrolled in DW program as a result of an individual layoff and received program funding to assist with truck driver training at Sage Technical Services. He began employment during this reporting quarter as a truck driver in the Sidney, MT area and is making about \$18.00/hr.
- **Ryan E.** was laid off from Eli and Associates where he was working as a Surveyor Tech. He had applied for a job with CTA Architecture and found that he was not quite qualified for their position. He was referred to the Job Service by a friend that works at CTA to inquire about possible OJT. We were able to negotiate with the employer an OJT contract and they offered the position to Ryan on 2/24/12. Ryan successfully completed the OJT with CTA which included training in CAD and REVIT. Ryan is still gainfully employed full time with CTA as an Architectural Drafter and making \$15.00 per hour.
- **Jesse S.** was a self-employed logger for 18 years who secured specialty contracts with Plum Creek with his horse logging operation. Jesse's business was certified as Timber eligible and he entered a 2 year welding certification program under the Timber NEG. Jesse obtained several certifications while in school. When he came home to Libby during the summer break, he found that he had the skills required to secure immediate employment with Stinger Welding. He passed multiple welding tests to secure his status and started working full time at \$14.00 per hour. WIA DW was able to provide supportive services to allow Jesse to commute to work until he received his first paycheck.
- **E.D.** was a layoff from local construction company. He was doing upkeep and remodels on older homes. When he found a job in the Great Falls area, DLW funds were able to help him with relocation including the U-Haul and transportation to get there. He is now working at for a construction company making \$16.60 per hour.
- **Kelly** enrolled in the Dislocated Worker program in July of 2011 and earned her CNA certification on August 1, 2011. She quickly obtained work at a local nursing home on September 5th at \$11.00 per hour. Her employment plan reflected a target wage range of \$11.00 – 12.00 per hour. She began working at Bacterin, a thriving local medical device company, early in 2012 (while maintaining work at the nursing home on a part time basis). She said her certification was key in obtaining the position. She received a promotion over the summer and is now earning over \$16.00 per hour! Kelly stated she wants to stay with the company long-term and continue to work her way through the ranks.
- Two participants completed their training in 2012. One became a RN, and entered employment at a base wage of \$24/hour (excluding differential pay) at St. Vincent's Hospital, Billings, and at the 1st Quarterly Follow up had already received a wage raise. The other completed CDL training at Sage Tech Services, and entered into unsubsidized Employment as a Mechanic/Driver for a regional company located in Billings beginning at \$13/hour with additional 10 hours per week overtime @\$19.50/hour normal. He has been told that he will get the next fulltime driver position that opens at the company and would start at \$17/hour.
- **Bob** was an unemployed dislocated Veteran from Stinger Welding; his only request was assistance with Job Search and Relocation. We assisted him with fuel to ND for a job interview. He was offered job with Fischer Industries for \$19.00/hr. This is \$5 more an hour then he was making at Stinger.
- **Dustin** was a dislocated worker from Stinger Welding who obtained employment with a company in Bozeman making \$17/hour. The program assisted him with relocation to the Bozeman area by providing a U-Haul and fuel assistance.

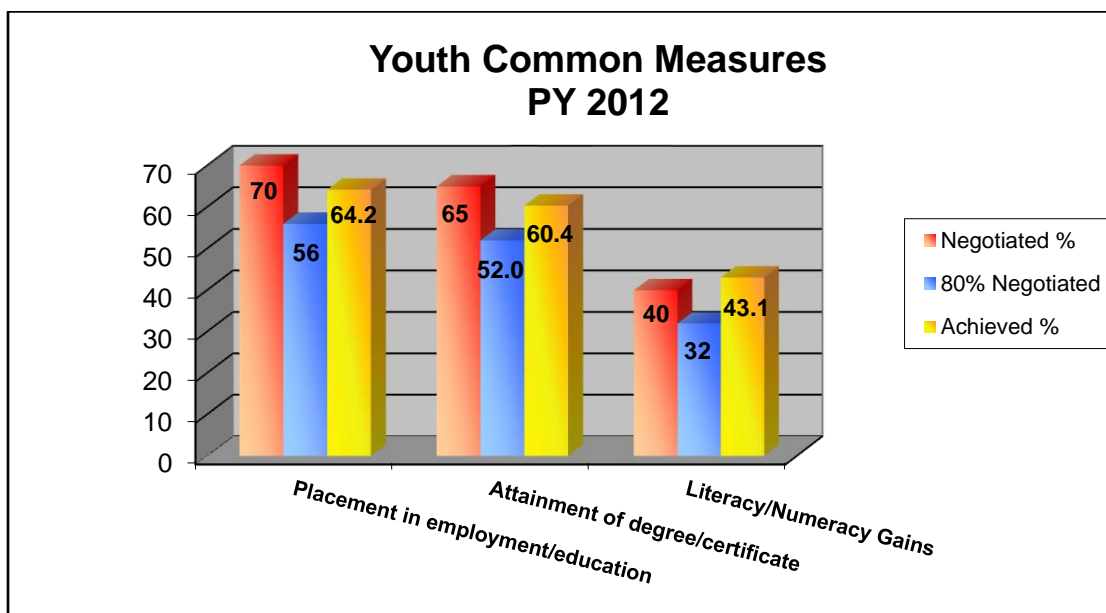
- **John W.** was laid off from a great job earning approximately \$50,000 with benefits. He had a CDL permit, but needed actual experience driving a tractor-trailer rig. He was enrolled in the Dislocated Worker program and successfully completed a Basic CDL Course through Miles Community College. John had no desire to travel out of the area to work in the oilfields, as he has a home and young children he is raising with his spouse. Upon completing the course, he applied for, and was offered a position as a Sales Rep/Driver with a local beverage sales/delivery company, at wages and benefits not far away from what he was previously earning.
- **James B.** was co-enrolled in Timber/NEG and WIA DW. Since the Pell Grant and student loans covered the cost of tuition, these programs were used to help him with supportive services during his training. His enrollment in Timber/NEG ended on 12/31/12 when the program ended and WIA DW enrollment continued. James began his studies to get his A.A. degree as an HVAC Technician Fall quarter 2010 and completed his program in March 2013 having received excellent grades throughout his training. He began full-time employment as an HVAC technician, at a wage of \$15 per hour, the day after his last class. He was exited to employment in March 2013.
- **Tanya** is a nursing instructor who was laid off from the college (SKC) a year ago. At the time of layoff she was certain that she would have no trouble obtaining employment. A year later Tanya came in the office very discouraged, as she was still unemployed. She had applied for several positions in state and out of state, and even for Federal and state employment. She was told by all of them that she did not have the hands-on skills needed to be hired as a Registered Nurse. Her nursing license was about to expire and she had no money to renew it. She had let her BLS expire as well. She is a single mother of two, and her ex-husband does not pay child support. She was struggling making ends meet, and her UI was about to run out. Tanya was on UI and qualified for the Dislocated Worker Program. She was enrolled to help her renew her license and do a possible OJT to renew her hands-on skills. Her RN license was renewed, and her BLS obtained. The case manager worked with an employer who wanted to do an OJT, but it was determined they were not able to do it since they could not guarantee employment at the end. This employer, however, thought very highly of Tanya and felt she had something to offer the company by educating other staff in the hospital environment. This employer does travel nursing and they also educate hospital staff on various topics. They basically wrote a position for Tanya. Part of this position requires that Tanya market the service she can provide and write grants. They have agreed to pay her a wage of \$30/hr with a 6 month guarantee. Tanya accepted the offer as she felt that it is a good opportunity--a job to help with bills and food for the kids. DW funds helped Tanya with supportive services to get to Missoula to interview for the position as well as help with other needs such as one time medical, food and utility.
- **Lance** came to our office on 6/11/12 had been laid off his job and was tired of only working a few days here and there. He had applied for several State of Montana Jobs without any success and other private sector jobs. He wanted to become a Licensed Truck Driver and work year round. Lance had heard about Montana Operating Engineers here in Helena and they were putting on a Truck Driving Class and he wanted to take that class. We had a team meeting on June 13, 2012 and decided to enroll Lance in the Dislocated Worker Program and assist him with the CDL Class that started on June 25, 2012. We enrolled him on June 18, 2012 and successfully completed the training Program for his CDL. He started work in April 2013 and is making \$28.72 per hour, plus a full benefit package and about 20 hours of overtime per week.
- **Kasey** was a dislocated worker who had received notice of lay-off from Stinger Welding. He found an ad for a welder position in the break room at Stinger. He called the company, drove to Spokane for an interview and was offered a job as a lead making \$26/hour. The program was able to assist him with relocation and housing costs so he could accept the new employment.

- **Kurt** was laid off from Vann's/bigskycountry.com when the company started going through financial troubles. Kurt hoped another company would buy bigskycountry.com and wanted to go back to work with his online sales. When no company purchased bigskycountry.com, he applied for an insurance sales position with Attorney's Liability Protection Services (ALPS). Kurt did not have an insurance license or any previous insurance sales experience and we wrote an on-the-job training through the dislocated worker program. Kurt successfully completed his OJT contract and makes \$45,000.00 a year.
- **TJ** was laid off from Smoker's Express when tobacco sales fell and the store closed. As a single father of two, TJ needed to find work. He applied for the Legal Print and Production Specialist position with Attorney's Liability Protection Services (ALPS) After he interviewed for the job, ALPS referred him to the Missoula Job Service because how well the process worked with Kurt. We wrote an OJT contract with ALPS and TJ now makes \$14.00 at the completion of his training period.
- **Michael T.** was co-enrolled in OJTNEG and WIA DW. He had worked in the timber and construction industries for a number of years both as an employee and as a sole proprietor. Due to the downturn in the economy, his business disappeared and he was unable to find employment of any sort. After his eligibility for the OJT/NEG program was established, Michael began working as a Fuser at Specified Fittings, Inc. in December of 2012. In May 2013, he was promoted to Shift Supervisor with a raise to \$13/hour (he started at \$9/hour). Michael is very happy with the OJT opportunity and the employer is satisfied with it as well. Michael completed his OJT Training hours in June 2013 and is positioned to move up in the company as Specified Fittings continues its expansion over the next couple of years.
- **Robert E.** passed his licensing exams in radiology technology after maintaining an "A" average throughout this extremely challenging course of study. He entered WIA Programs after being laid off from a position as utility locator in 2010. He has a family and had been working nights as a janitor while also commuting 200 miles round-trip daily to accomplish his clinical studies at St. Pete's Hospital in Helena. He started as tech with Belgrade Urgent Care making approximately \$18/hour plus benefits with a very short 4 mile commute! He also holds part-time positions with Bozeman Urgent Care and White Sulphur Springs Hospital where he works 1 extended weekend per month but all week next week during their much heralded "Red Ants Pants Festival."
- **Dawn S.** completed a nine-month Sustainable Building Advisor Program offered by Seattle Central Community College in June. Shortly thereafter she applied for an opening as Compliance and Project Manager for the Big Sky Owner's Association. Dawn commented that she couldn't have created a better position for herself, considering her interests, background and recent training, and was very excited about the prospect. She was offered the position, which starts at \$19.00 per hour with excellent benefits (including ski passes)! As a single parent she is thrilled to find full-time, permanent employment that will allow for self-sufficiency.

MONTANA'S WIA YOUTH PROGRAM

In Program Year 2012, a total of **519** youth enrolled in the WIA youth program. There are ten youth service providers in Montana that provided WIA services to Montana's youth. Nine are Human Resource Development Councils and Career Training Institute which is a private non-profit agency.

YOUTH COMMON MEASURES PERFORMANCE YOUTH PLACEMENT IN EMPLOYMENT/EDUCATION ATTAIN DEGREE OR CERTIFICATE LITERACY/NUMERACY GAINS



NOTE: The Employment and Training Administration (ETA) negotiates performance at certain levels for each performance measure. States can pass performance by meeting 80% of the negotiated values for each measure.

YOUTH ACHIEVING SUCCESS

- Chelsea joined the WIA Youth Employment and Training Program in May 2012. Before enrolling into the program Chelsea was residing in a pre-release center and had been recently fired from work. After taking the TABE test, her results indicated that she was basic skills deficient in both math and reading. Chelsea started a paid work experience at Connoisseur Media as a Receptionist, and was attending remediation with HRDC's Educational Instructor. After 60 hours of remediation, Chelsea re-took the TABE test on July 18th and became proficient in both math and reading. While Chelsea did an excellent job as a Receptionist, Connoisseur Media did not have the financial means to hire her. However, the 5 months of work experience proved to be very beneficial as Chelsea was able to land unsubsidized employment at Tenderness Assisted Living Facility.
- Brittaney joined the WIA Youth Employment and Training Program December 23rd, 2011. Brittaney is a foster youth who resides with her foster parents in Park City. While on the program, Brittaney was placed at St Johns Lutheran Ministries: The Crossings in Laurel (an assisted living facility). During her work experience, Brittaney had to learn to budget her money to afford gas in order to get to work. She also learned to juggle a hectic schedule of school, extra curricular activities, and work. At one point on her timesheet evaluation, her supervisor left the comment, "Can you clone her?!" because she was such a hard worker. Brittaney began developing relationships with the residents there and decided that she wanted to do CNA work. She completed her certificate training as well as the required exam and was hired by The Crossings as a CNA on a part time basis due to her schooling. She plans to graduate from high school in the spring.
- Chris entered our program as a drop out youth. He had very little work experience and no idea what he wanted to do. He also struggled with getting motivated. During his participation he completed his GED. His WEX was at Casey's Corner Store. After completing his training there he was hired on. In August Chris moved to Alma, AK., where he was hired on at a trucking company making \$10.50 per hour. He also worked two part time jobs. Chris credits our program for helping him get his GED and the work experience he needed to gain successful employment.
- I met Tyler in January of 2012. He was a senior in High School and living in the Big Sky Youth Center. Tyler grew up in the Foster System and was shuffled from one facility to the next from the time he was a toddler. Tyler was not close with anyone. The one thing he had going for himself was that he was about to graduate from high school. A staff member brought Tyler in to see us in hopes that he would be able to get a job. He needed help finding work and getting some income, considering he was going to be homeless once he graduated from school. Tyler was soon placed in a worksite at a gas station. He was learning customer service, store maintenance and soft skills. He loved this job and they loved having him. At this point Tyler was making money and he was taught how to budget his income so he could find a place to live. We referred Tyler to our housing program and he had a case manager in that program helping him with housing. Together we jumped on researching housing for Tyler because as of June he would be homeless. Tyler had to learn very quickly that his income was for his survival. This was difficult for Tyler to do; he had never had money that he could spend at his own will. With enough reinforcement he was able to understand that he had no other choice. Tyler worked hard and stayed in school. We scrambled to land a secure convenient housing situation for him, something close to work so transportation would not be a barrier. Through Tyler's own efforts and promising work ethic he was able to keep his job in unsubsidized employment. At the very last minute we were able to find Tyler housing right across the street from his work in a one bedroom unit. The money was saved on Tyler's end and, with the help of the Home to Stay program paying a portion, Tyler was able to move into his very first apartment. Tyler still works the same job and he loves every minute of it. Tyler lives in the same place and pays his bills on time. In the 5 months that I knew Tyler he was bombarded with real life adult situations with zero preparation. If you look at Tyler's history, he was set up for failure. If you know Tyler, you know he is anything but.

- *David was homeless and a high school dropout when he enrolled in the youth program last spring. He had moved to Montana from Utah year earlier, and subsequently got in a little trouble with the law. At enrollment, he was trading cigarettes for a place to sleep. He admitted to spending most of his teenage years in institutions as he struggled with mental illness. During the summer, David was placed in a TANF-funded summer youth work experience at the Habitat for Humanity Restore. The site was selected because David did not have any transportation and the Restore was one block away; and he wanted to do physical, hands-on work. The TANF SY job lasted until the end of August and then it was continued with WIA funding until the end of September. The supervisor often talked about how well he was doing and David was very sad when it ended. Between July and September, David worked on improving his basic skills. At the end of September, he improved both his reading and math grade levels. In November, David was called back to work at the Restore and he has been there ever since. He helps customers unload their donations or find the goods they want to purchase, processes goods for recycling, and keeps the sales area clean. He also took received his GED earlier this year and is now thinking about attending college to get a certificate in welding.*
- *We had two youth who are attending college at the Blackfeet Community College in Browning. These two youth applied for and received the opportunity to attend a summer research program at the University of Montana this next summer. The program is called the Bridges to the Baccalaureate program and participants must be interested in a science-related field. These two youth will attend an 8 week research experience wherein they will learn research methods and scientific writing. They will participate in a scientific lab and will complete a presentation in September. During their summer experience, they will also receive an hourly wage, food stipends and housing during the program. It is important to note that these two youth are attending college at BCC due to the WIA program. Without the program, they might still be homeless and looking for stability in their lives.*
- *KW is an out of school youth who had dropped out of high school, but did complete her GED. She has a toddler and lives with the father of her child. She does have aspirations of completing a degree in business, but is unable to start post-secondary school at this time. She started in the TANF Summer Youth program in the summer of 2012. She enrolled in the Out of School youth program in September 2012. She is still interested in pursuing a degree, but felt at this time she needed some actual job experience. She was co-enrolled in the Adult program and has started a work experience at a local nursery/floral shop. She is learning the business from the bottom up, learning about how to grow the plants, cultivate them to produce the stock necessary to supply the floral shop as well as how to make floral arrangements. She is also involved with the retail end of the business and is learning how to gauge inventory supplies, customer service and other aspects of the floral industry.*
- *JM was ending his junior year at Project for Alternative Learning when enrolling in WIA in June, 2012. JM participated in a summer work experience and returned to PAL in August. In October, JM received a Jobs for America's Graduates Leadership Award and was one of four Montana representatives to attend the national JAG conference in Washington DC. During his senior year, JM has decided to apply for admission to UM Western in Dillon, majoring in Health and Human Performance. CTI helped JM with the college application, fees, SAT test expenses and scholarship applications. JM has been accepted for the fall semester. Staff accessed CTI's Helping Hands fund to help JM with his housing deposit for college. In March, JM learned that he will be one of the Helena Education Foundation's Distinguished Achievers. JM is currently taking one college writing course that is a dual credit for high school. He will graduate on May 31. In his spare time, he is plays on a rugby team and volunteers for the Helena Big Horns.*

- *Tiara came to us after her mother moved her and her 4 brothers and sisters to Bozeman in hopes of finding solace from an abusive partner. After being on the run and in hiding for years, Tiara and her family finally had a safe and warm place to live and food to eat with the help of a local non-profit. Tiara started at the High School but didn't fit in and felt alone and sad. She had no friends in the beginning and tried desperately to fit in. When she saw an opportunity to make new friends she took it, even if that meant doing drugs and smoking pot at lunch. Soon it was not only just a way to fit in, but also a way to avoid her problems at home. The homeless liaison for Bozeman Schools suggested she try Bridger Alternative school in hopes she would get the staff support she desperately needed. Somehow she got through that first year and did make some friends who did not ask her to do things she didn't want to do just to 'fit in'. That summer Tiara was a part of the HRDC Youth Development Summer Enrichment Program. She attended classes that helped with life/employment skills and had a small taste of employment. When The Summer Enrichment Program came to an end we enrolled her into WIA. After one failed interview her youth advisor came through and an opportunity came up at the right time, an internship with a company that she had always admired, Chamberlin Productions. She wanted to be behind the scenes of the events she had enjoyed as a spectator. She also worked at a local health food store at the juice bar. She has continued to work not just one, but two jobs. For her senior project for school she has been doing public speaking, talking to other at-risk youth about using their resources and not giving up on their dreams. Tiara could have easily given up multiple times along her journey, but she didn't. She stayed positive and kept on fighting. She will graduate this June and has applied to Montana State University. She hopes to start with general studies and perhaps do something with productions/event planning. We are so proud of Tiara. She is a true Success Story!*
- *Lorna was interested in joining the military. The case manager set her up with a recruiter and from there, she joined the National Guard. Lorna went through her basic training this last summer and is now in her senior year of high school and attends Guard meetings every month. When she graduates, she can either be employed full time by the guard or spend one weekend a month serving her country and going to college full time. At this juncture, after she graduates, she intends to go to college and serve on the weekends. She already has some rank and lots of great experience.*
- *Aurora joined the WIA Youth Employment and Training Program October 31st 2012. Prior to enrolling into the WIA program Aurora was preparing for the GED test. After three months of diligent and consistent studying, Aurora registered for the GED test. On January 11th 2013 Aurora earned a General Equivalence Diploma. Aurora continues to excel at her paid work experience and is in the process of applying for post-secondary school at Montana State University – Billings. Aurora hopes to attend MSU-B in the fall.*
- *Jessica joined the WIA's Youth Employment and Training Program in June of 2012. Jessica was residing in Passages when she joined our program and was working part time at Qudobas. Working with her case manager to balance her Passages requirements and the Qudoba schedule, she was able to start her new paid work experience as a Barista at Rock Creek Coffee Roasters. Jessica started at Rock Creek in June of 2012 and made such an impression on her supervisor that she was able to participate in management training. In December she graduated from Passages and continued to display perseverance and was hired by Rock Creek Coffee Roasters in March of 2013.*
- *Cassie joined the WIA Youth Employment and Training Program August of 2012. Cassie is a single mother of two with a 3rd on the way. Her main goal was to earn her GED while on the program in addition to working to provide for her children. She was placed at Sweetwater Retirement as an Activities Aide and as she worked with the residents there she confirmed her previous goal of becoming a CNA. While balancing the responsibilities of children, program expectations, work and other life happenings, Cassie was able to complete GED preparation and earned her GED in January 2013. She is pursuing her CNA certificate and testing with the agreement that once she obtains her CNA certification Sweetwater will hire her into unsubsidized employment.*

One youth service provider had a guitar donated to the youth program, so the provider had an essay contest for WIA youth. The youth were asked to write about how the program has helped them. The winning essay captured what the WIA program strives to do for all youth. The youth that won the essay has given permission to share his story as he wants to have a way to give back to the program.

How the HRDC has positively changed my life.

Hello my name is Raymund Ten Broek, the HRDC has/and still is changing my life for the better. I joined the HRDC my freshman summer threw BYEP so that maybe they could get me a job. I am not exactly a "Well off" kid and getting a job to help my mom and myself was the only way in my eyes. So I took the summer classes and passed. Those classes made me what my employers call "an interview king" hah and taught me the importance of punctuality (which may not seem like a big life improvement but believe me it really is) hard work, and most of all believing in yourself. After the classes, Jody Eggar got me a job at Play it again sports when I was 15. Little did I know that a year later I would be living on my own and if it wasn't for the HRDC's help I would have easily been a homeless high school dropout, because while I was 15 I dropped out of high school. Little did I know that the only way I was going to be able to keep my new job at Play It Again sports and have the HRDC on my side, was if I stayed in school. So I made the effort to "drop back" into school. But the main high school wasn't for me, so again the HRDC helped me find what is right for me, which was Bridger alternative high school (which now I am a graduate of.) So the HRDC helped me stay in school and helped me get to the point of graduating while I was a teenager living on his own. Now I am a high school graduate with a job and getting ready to further my education threw MSU. The HRDC has also helped me with my FAFSA (without the help college would be a far and distant expensive dream), A.C.T. testing, resumes, 2 different jobs, and just giving me the desire and confidence to be the best me. I don't know where I would be without this program, honestly it saved my life and is still saving my future. Thank You HRDC, Stephanie, Jody, Ashley, it's people like you that make differences in this world, and have given me the confidence and tools to do the same.

Much love

-Raymund Ten Broek



WIA SERVICES PROVIDED TO ADULT AND DISLOCATED WORKERS

INTENSIVE AND TRAINING SERVICES

July 1, 2011 to June 30, 2012

	ADULT	DISLOCATED WORKER
ENROLLED	* 575	* 778
INTENSIVE SERVICES		
Case Management	566	756
Counseling and Career Planning	125	211
Individual Employment Plan Development	542	730
Short Term Pre-Vocational	43	49
Temporary Gap In Services	7	5
Job Search	129	89
Out of Area Job Search	12	38
EMPLOYMENT RELATED EDUCATION		
ABE/Literacy Combined with Training	2	2
Combined Workforce Training with Related Instruction	1	1
Entrepreneurial Training	0	0
Occupational Skills Training	301	389
Training-Related Fees/Materials/Supplies	159	177
Skills Upgrade & Retraining	21	33
WORKSITE LEARNING		
Apprenticeship	0	1
Customized Training	0	0
On -the-Job Training	20	73
Work Experience	22	1

WIA SERVICES PROVIDED TO YOUTH

July 1, 2010 to June 30, 2011

ENROLLED	* 519
YOUTH SERVICES	
Case Management	505
Individual Service Strategy Development	493
Tutoring, Study Skills, & Instruction Leading to Completion	12
Alternative Secondary School Services	12
Summer Employment Opportunities	1
Paid & Unpaid Work Experiences Including Internships and Job Shadowing	380
Occupational Skills Training	9
Leadership Development Opportunities	25
Supportive Services	106
Adult Mentoring During Participation & Subsequent Period	435
Follow-up services	197
Comprehensive Guidance and Counseling	23
Training-Related Fees/Materials/Supplies	15
Youth Stipends	8
Youth Incentives	164

* This information was pulled directly from MontanaWorks and may reflect some discrepancies from other total enrollment numbers in this report.

EVALUATION OF WORKFORCE INVESTMENT ACTIVITIES

Program Year 2012 continued to mark the strengthening of partnerships within Montana's workforce system and the continuous improvement journey that began several years ago. The mission of the workforce system is to develop a collaborative, integrated, customer driven, customer friendly, workforce investment system that is responsible to all customers, continually improves the services provided, and which meets the needs of Montana's workers and business by providing workers with skills needed by business and businesses with the skilled workers they require.

Montana has a number of methods to use in evaluating workforce investment activities.

- ◇ Annual monitoring of WIA Title IB adult, youth and dislocated worker service providers by the State WIA oversight agency. Monitoring is conducted on the previous program year's activities and starts after July 1st of the new program year so the first monitoring of PY'12 will be in August 2013. Monitoring includes a comprehensive review of local fiscal and management information systems, provider agreements and the eligible training provider application process. Written reports are prepared and submitted to the service providers by the State oversight staff conducting the review. All written reports are available for review by the Governor's State Workforce Investment Board upon request. Traditionally, the results of the reviews and interviews with service provider staff are positive from the viewpoint of oversight staff and service providers.
- ◇ Customer Satisfaction surveys of participants and employers is not required for WIA performance however the information resulting from the customer satisfaction survey is an important tool in ensuring services meet the needs of customers and is shared, as appropriate, with appropriate administrative and line staff and used to improve WIA service delivery.
- ◇ Through Data Element Validation
 - Data element validation evaluates the accuracy of participant data used to generate annual WIA performance reports. The process compares source documentation in participant files, such as eligibility documentation, to selected information pulled from a sample of exited participant records. Data element validation is critical to ensure that performance results of Montana's WIA program are reasonably accurate. Each state is required by the U.S. Department of Labor (USDOL) to complete this process.
 - Montana staff completed data validation of WIA participant data for PY 2011. Staff visited all WIA service providers, including Job Service offices; Human Resource Development Councils; and nonprofit human service agencies. Staff reviewed approximately 470 participant files for the Adult, Dislocated Worker, and Youth programs. Data validation for PY 2012 will start in October 2013.
 - Montana's WIA operations are not typical to other states. Management Information System (MIS) and Unemployment Insurance resources are available to state MIS staff on a daily basis, which makes validating many items on the data validation worksheets easy to accomplish.

WIA PARTICIPANT INFORMATION, PROGRAM YEAR 2011

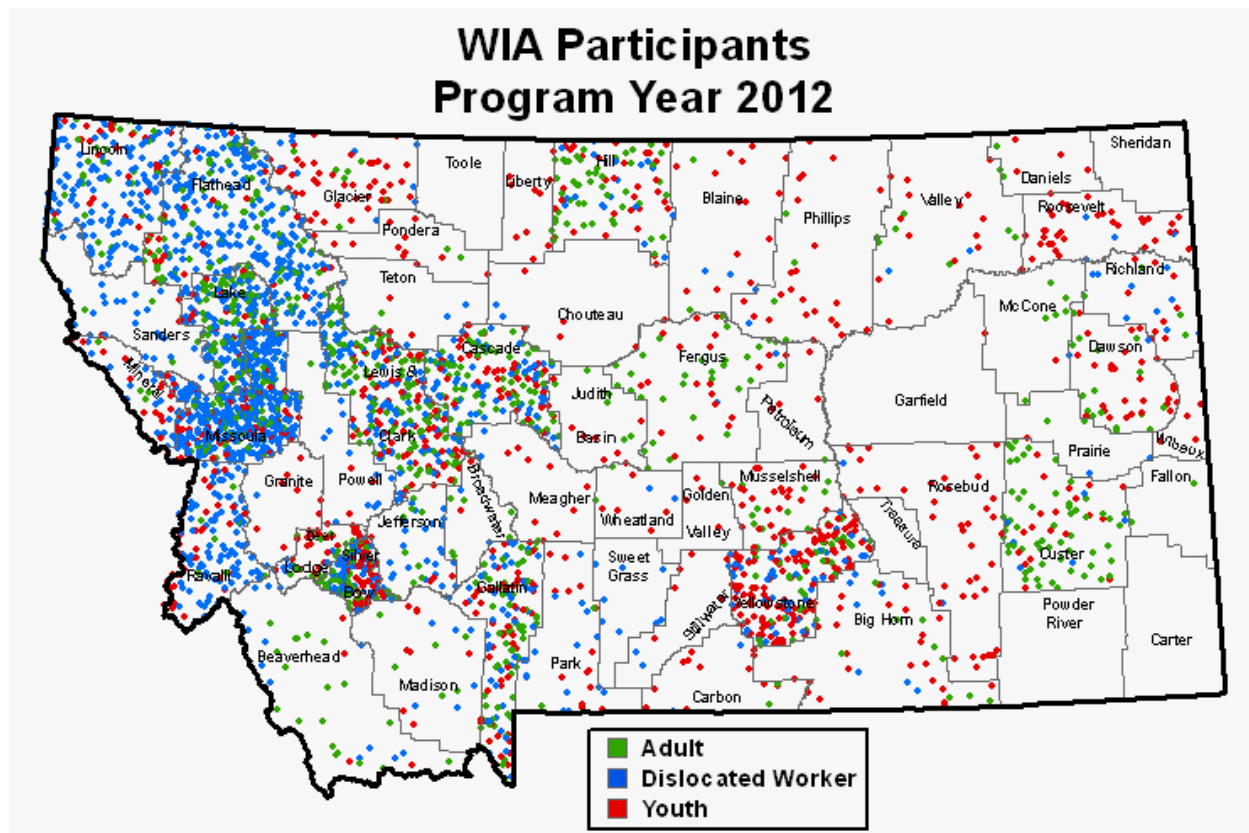
DEMOGRAPHICS, CHARTS AND GRAPHS

WIA Participant Information, Program Year 2012

The WIA program served 3,123 participants who received staff-assisted services during Program Year (PY) 2012. This program year covered the time period July 1, 2012 through June 30, 2013.

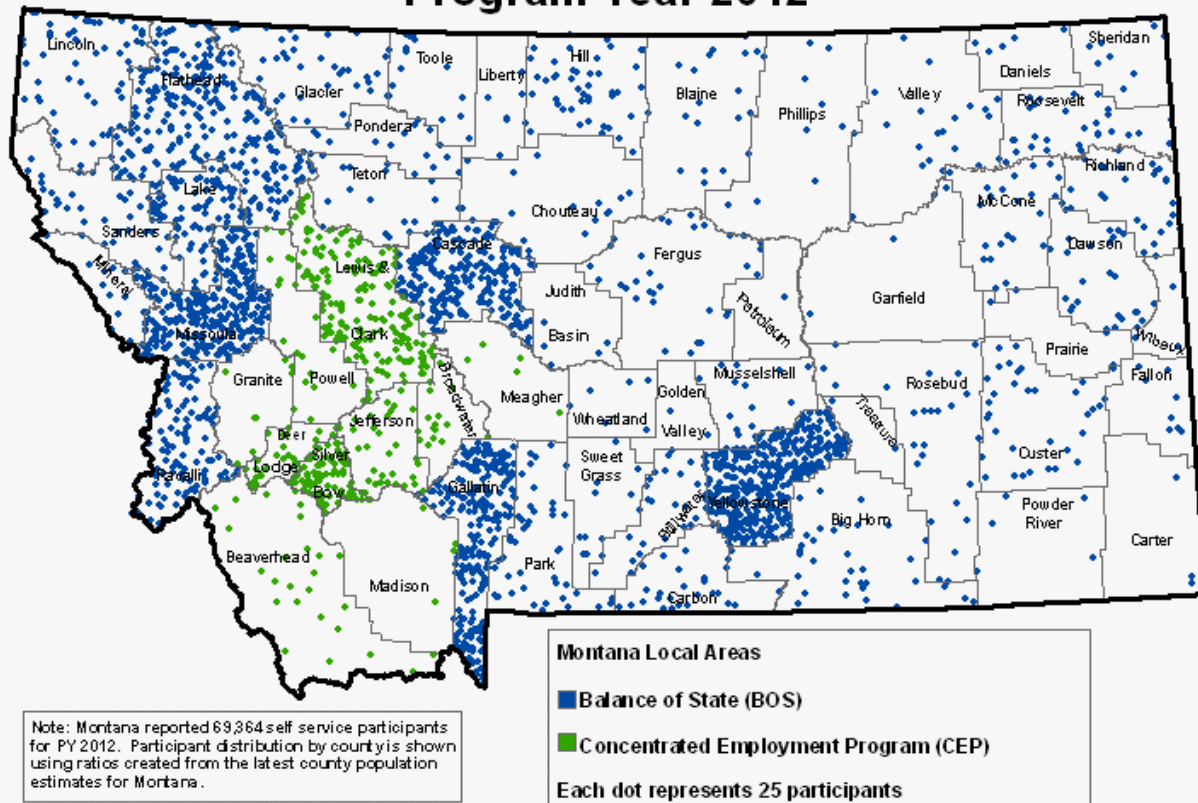
Data for this study was extracted primarily from Montana's PY 2012 annual WIASRD file, submitted in September 2013. MontanaWorks was used as a source for some of the data, as well as labor market information showing unemployment data by county.

The following maps show distribution of WIA participants in each county. Most WIA participants are concentrated in urban counties, although almost all counties served participants in either the WIA Adult, WIA Dislocated Worker, or WIA Youth programs.



PY 2012 participant numbers decreased from PY 2011 levels considerably in the WIA Adult and WIA Dislocated Worker programs, due to the end of the American Recovery and Reinvestment Act (ARRA) funding and other reductions in funding. The majority of participants served were located predominately in the western half of the state, although service providers provide outreach services to all counties.

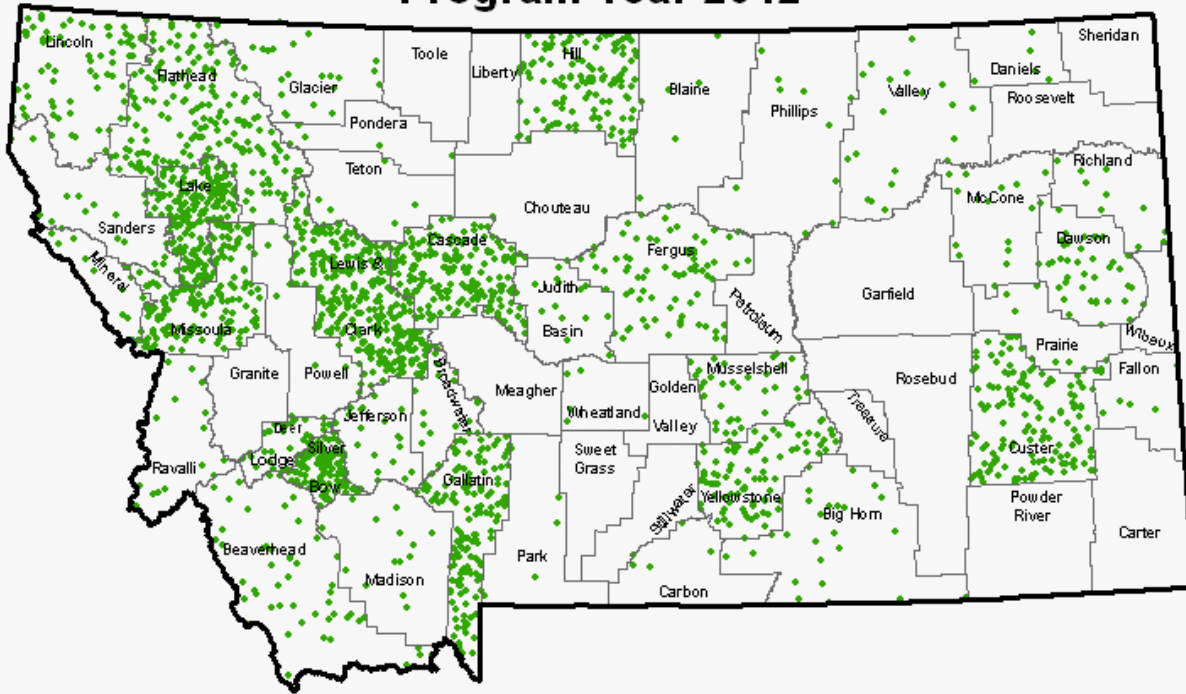
WIA Self Service Adults Program Year 2012



Self-Service participant numbers decreased from PY 2011 levels. Self-service activities are those core services made available and accessible to the general public. These services are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation. These services do not require significant staff involvement with the individual in terms of resources or time.

Participants are counted in self-service activities when they log into the Jobs.mt.gov website and either conduct job searches or access career guidance or labor market information. The majority of participants reported using these self-service functions are located in Montana's more urban areas, although access is available to anyone who has internet access.

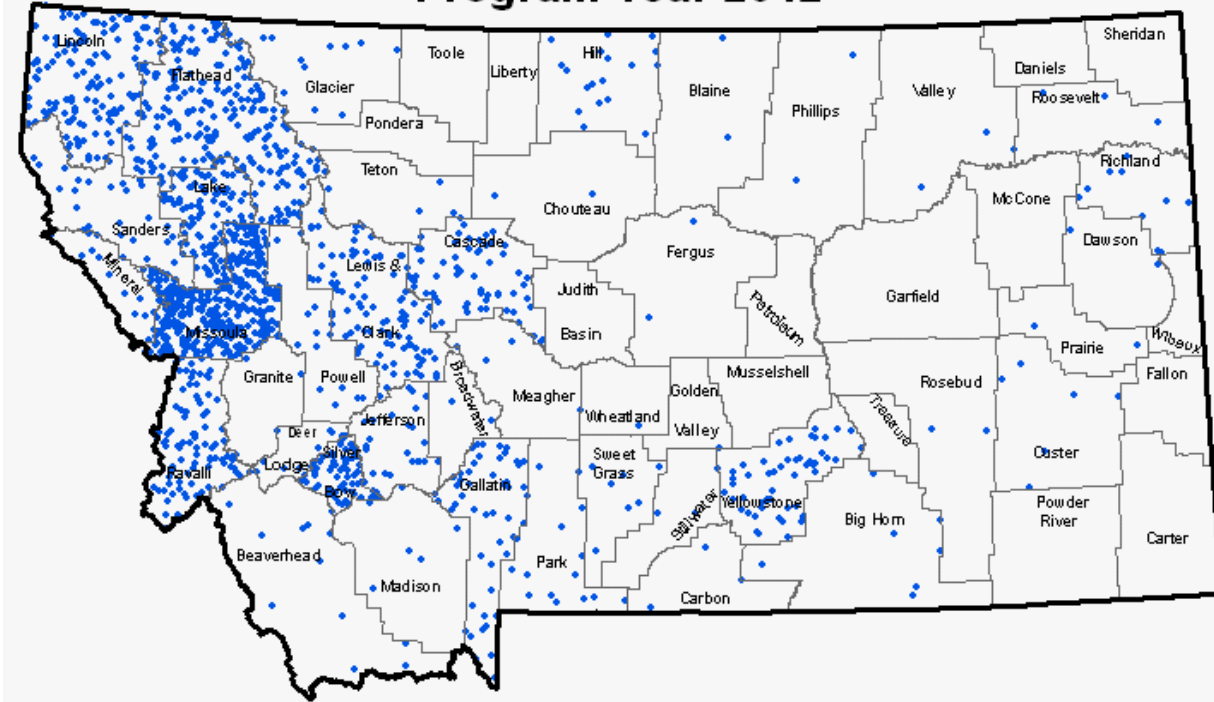
WIA Adult Participants Program Year 2012



WIA Adult services were provided to participants in all counties except a group of 16 counties listed below. These counties are very rural and do not have a large population base. The majority of these counties have unemployment rates below the state's 12-month average unemployment rate for July 2012-June 2013. The 12-month average unemployment rates for these counties that correlate to PY 2012 are as follows:

Area	Unemployment Rate	Area	Unemployment Rate
MONTANA	5.6%		
CARTER COUNTY	3.4%	ROOSEVELT COUNTY	6.7%
CHOUTEAU COUNTY	3.9%	ROSEBUD COUNTY	6.7%
GARFIELD COUNTY	3.7%	SHERIDAN COUNTY	2.8%
GOLDEN VALLEY COUNTY	3.7%	STILLWATER COUNTY	4.8%
GRANITE COUNTY	9.6%	SWEET GRASS COUNTY	2.7%
MEAGHER COUNTY	6.3%	TOOLE COUNTY	4.1%
PETROLEUM COUNTY	5.7%	TREASURE COUNTY	4.7%
POWDER RIVER COUNTY	3.9%	WIBAUX COUNTY	2.6%

WIA Dislocated Worker Participants Program Year 2012



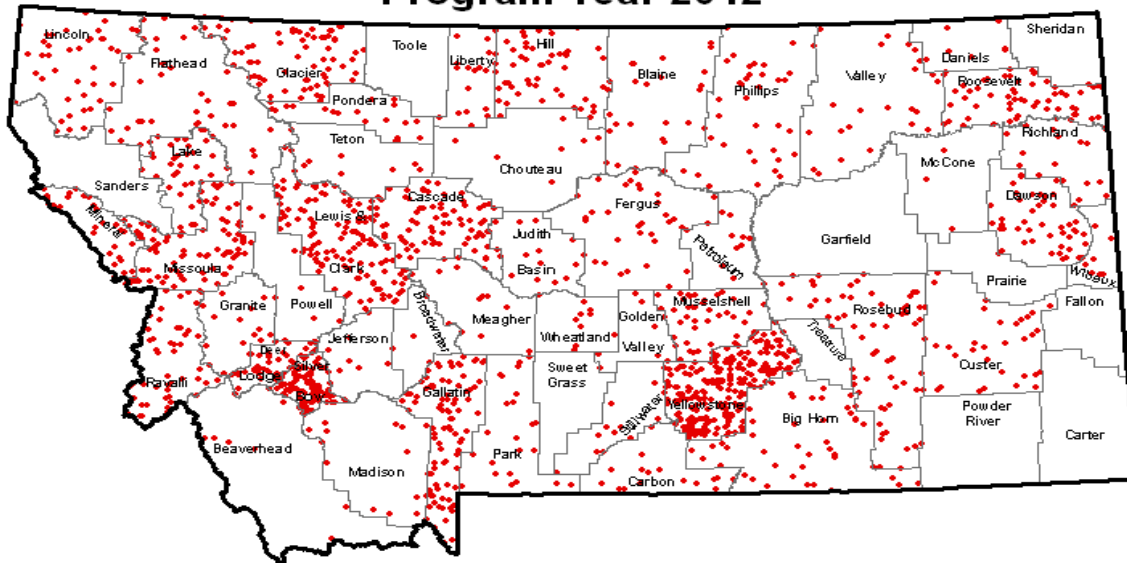
WIA Dislocated Worker services were provided to participants in most counties. No Dislocated Worker services were provided to a group of 16 counties, which are very rural and do not have a large population base. All but one county had unemployment rates below Montana's average of 5.6% for July 2012-June 2013, while one county's rate is considerably above the state's 12-month average rate. The 12-month average unemployment rates for these counties that correlate to PY 2012 are as follows:

Area	Unemployment Rate	Area	Unemployment Rate
MONTANA	5.6%		
CARTER COUNTY	3.4%	MUSSELSHELL COUNTY	5.4%
DANIELS COUNTY	4.3%	PETROLEUM COUNTY	5.7%
FALLON COUNTY	1.9%	PONDERA COUNTY	5.5%
GARFIELD COUNTY	3.7%	POWDER RIVER COUNTY	3.9%
GOLDEN VALLEY COUNTY	3.7%	SHERIDAN COUNTY	2.8%
JUDITH BASIN COUNTY	4.0%	TOOLE COUNTY	4.1%
LIBERTY COUNTY	4.9%	TREASURE COUNTY	4.7%
MCCONE COUNTY	2.6%	WIBAUX COUNTY	2.6%

Most WIA Dislocated Worker participants were concentrated in Montana's urban counties, with much smaller numbers of participants in rural counties. The majority were in the western counties, which have had many large layoffs related to the declining timber and manufacturing industries. The 12-month average unemployment rates for July 2012-June 2013 for six of these counties are higher than the state's average unemployment rate as shown below:

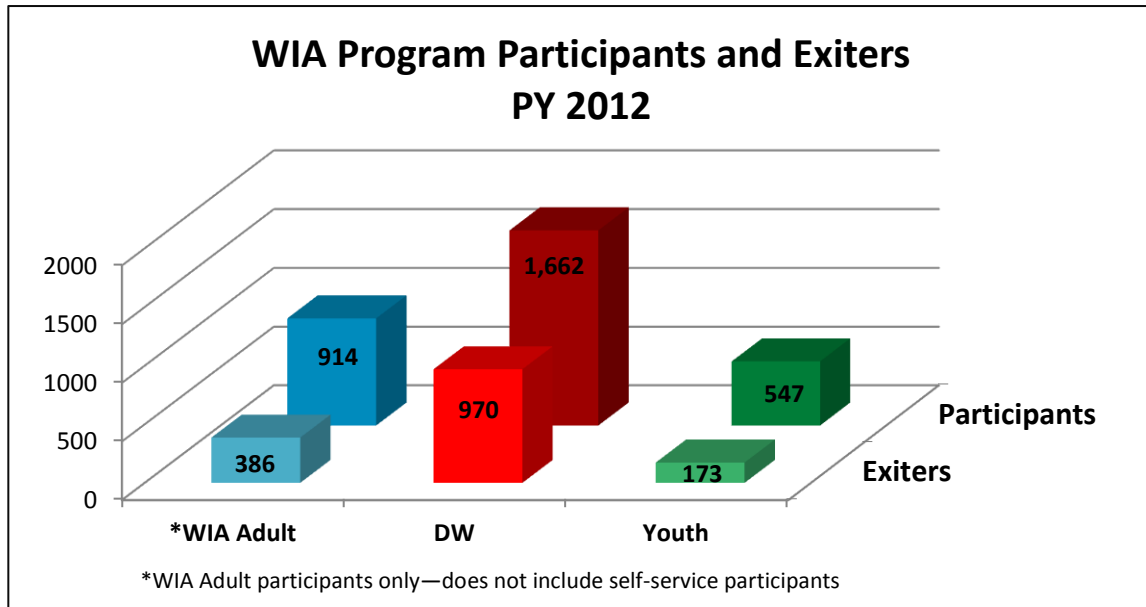
Area	Unemployment Rate
MONTANA	5.6%
FLATHEAD COUNTY	8.4%
LAKE COUNTY	8.2%
LINCOLN COUNTY	13.5%
MISSOULA COUNTY	5.5%
RAVALLI COUNTY	7.6%
SANDERS COUNTY	12.5%
MINERAL COUNTY	10.1%

WIA Youth Participants Program Year 2012

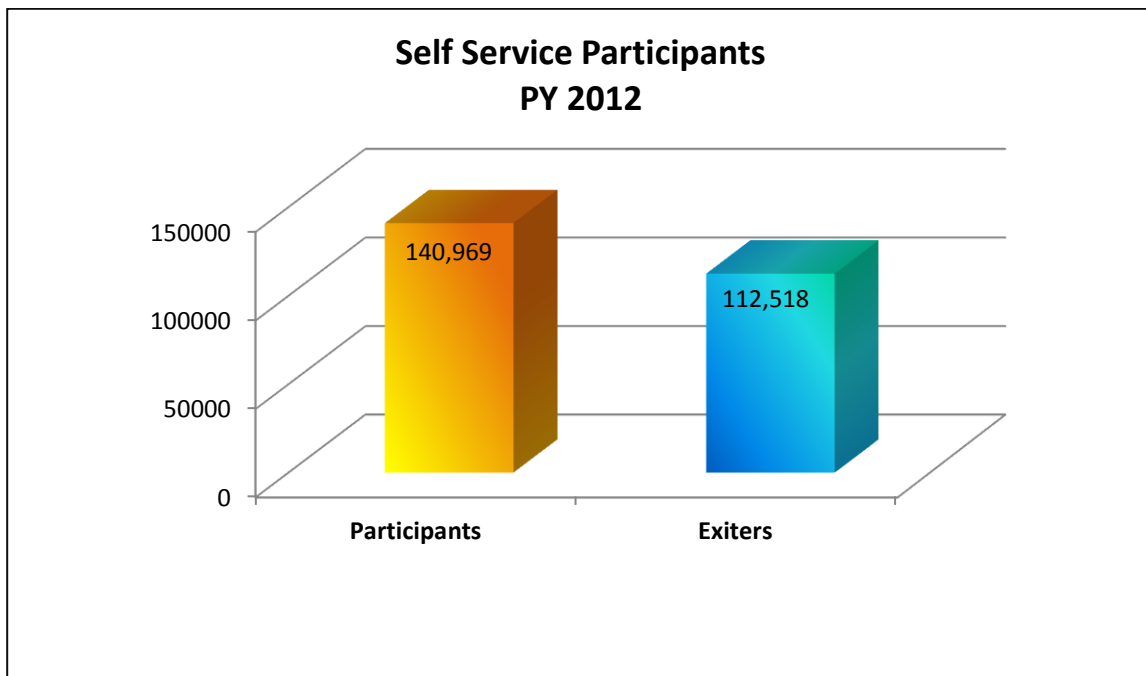


The largest numbers of WIA Youth participants are also concentrated in Montana's urban counties, but Youth service providers served youth participants in most counties. No Youth participants were served in Carter, Fallon, Garfield, Powder River, Prairie, Sanders, Sheridan, Sweet Grass, Toole, Treasure or Wibaux counties. These counties are very rural and do not have a large population base. One service provider provides outreach services to the majority of the far-eastern counties.

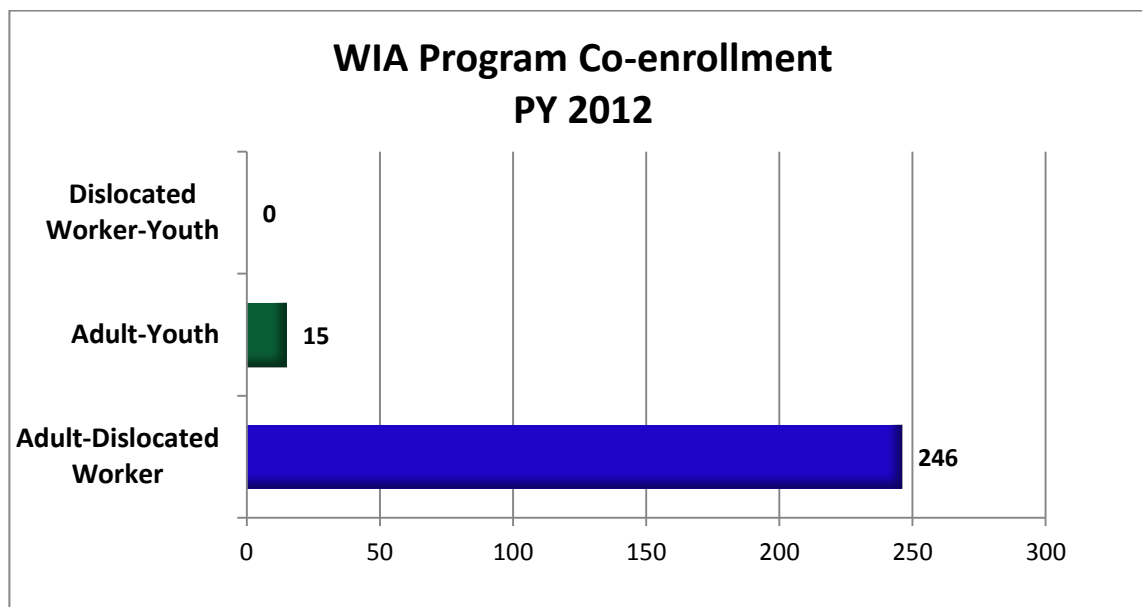
Montana served 3,123 total WIA participants during PY 2012.



Montana served a significant number of Adult participants who received self-service activities in PY 2012. Self-service activities are those core services made available and accessible to the general public. These services do not require significant staff involvement with the individual in terms of resources or time.

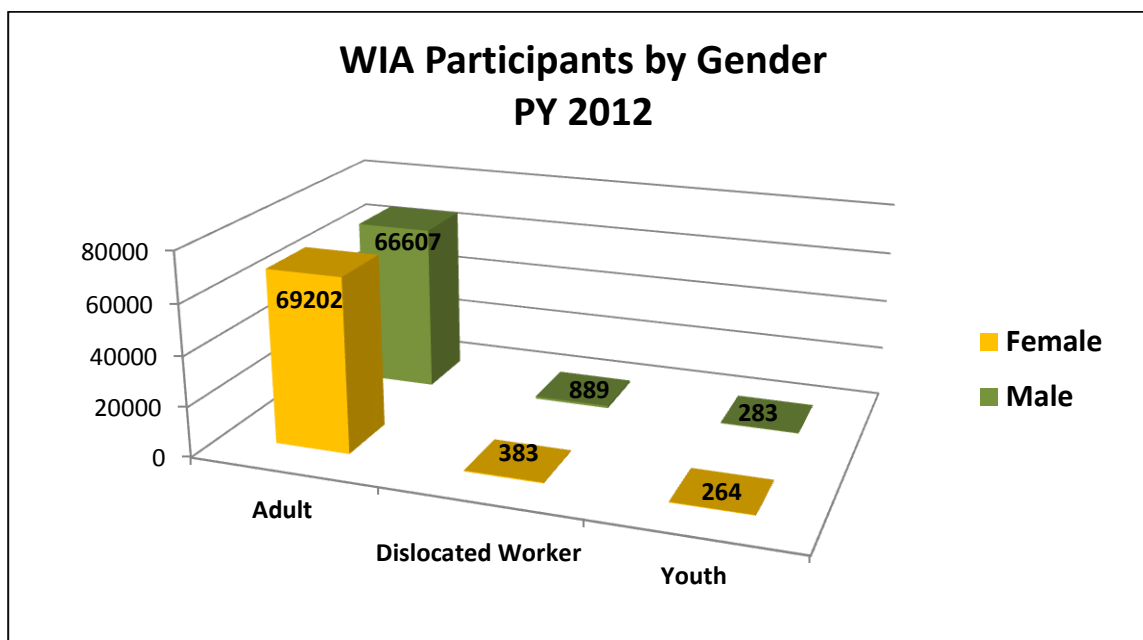


Approximately 8% of participants were co-enrolled in more than one WIA program. This occurred most often with the Adult and Dislocated Worker programs.

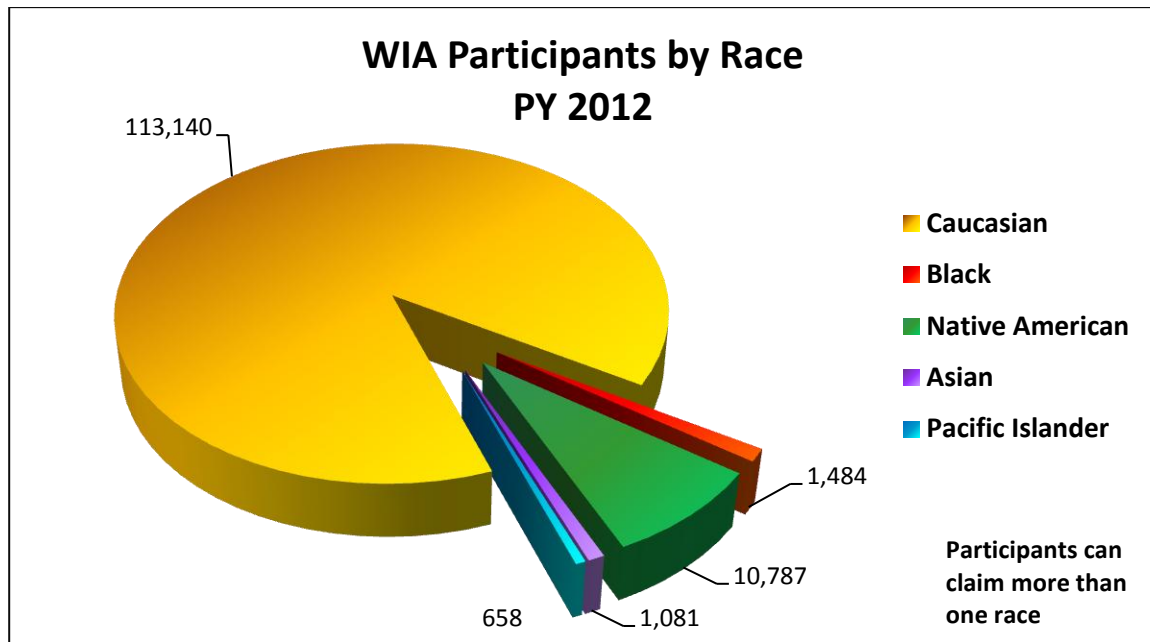


Participant Demographics

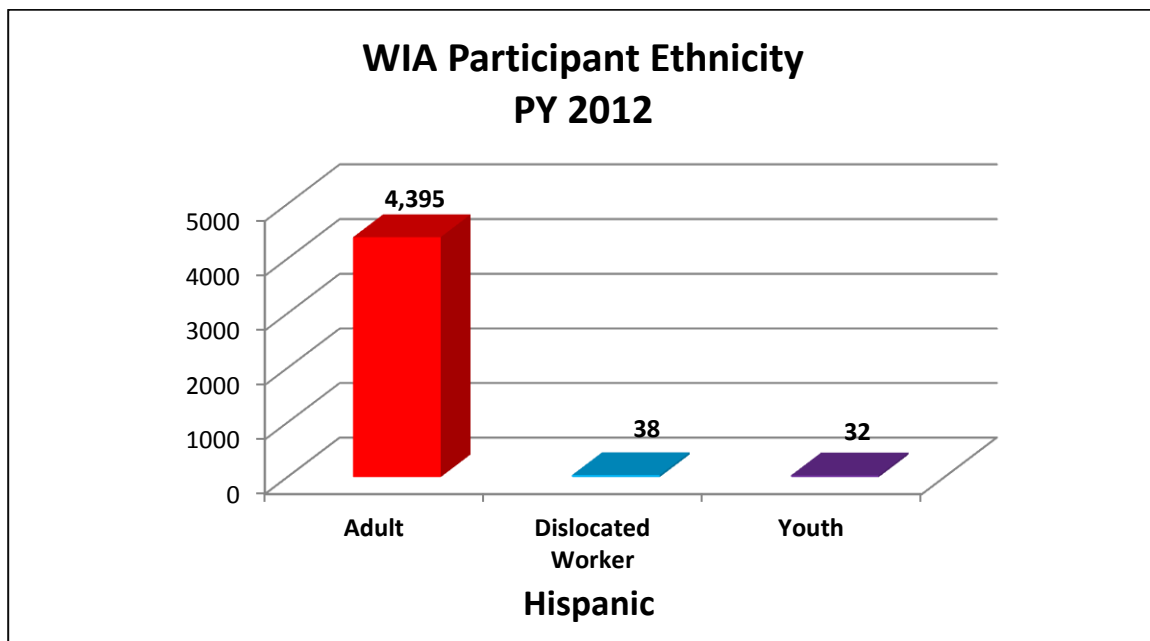
There were 69,868 females and 67,760 males enrolled in WIA programs during the program year. Approximately 70% of Dislocated Worker participants were male.



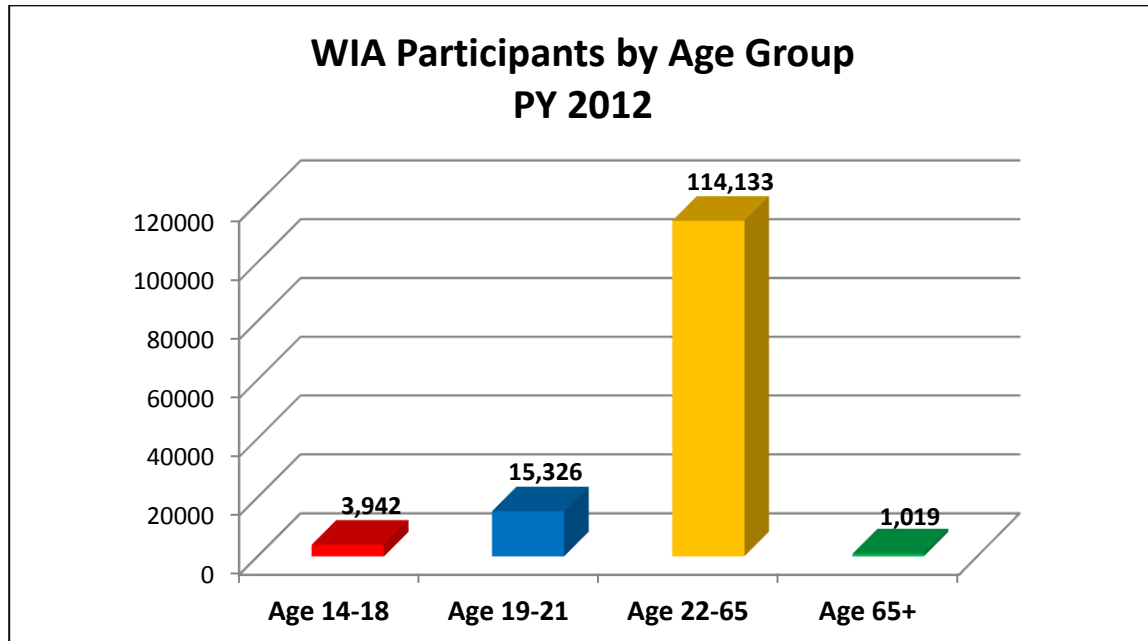
Participants can state that they are one or more race. They can also decline to provide the information.



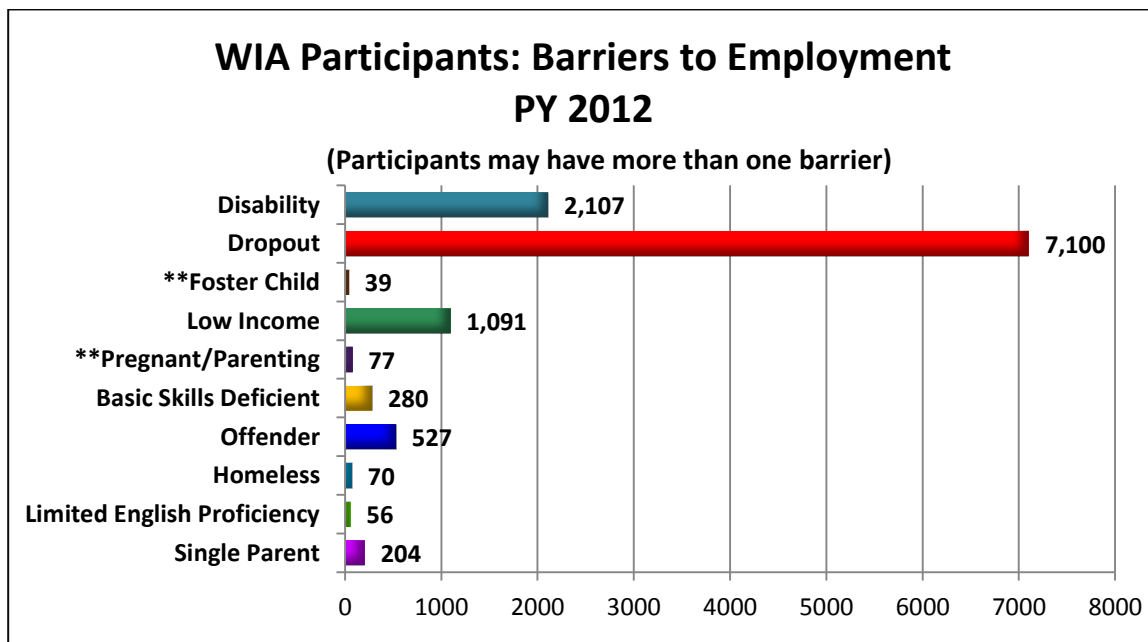
The majority of Montana's Hispanic participants identified themselves through self-service functions. Participants can decline to provide ethnicity information.



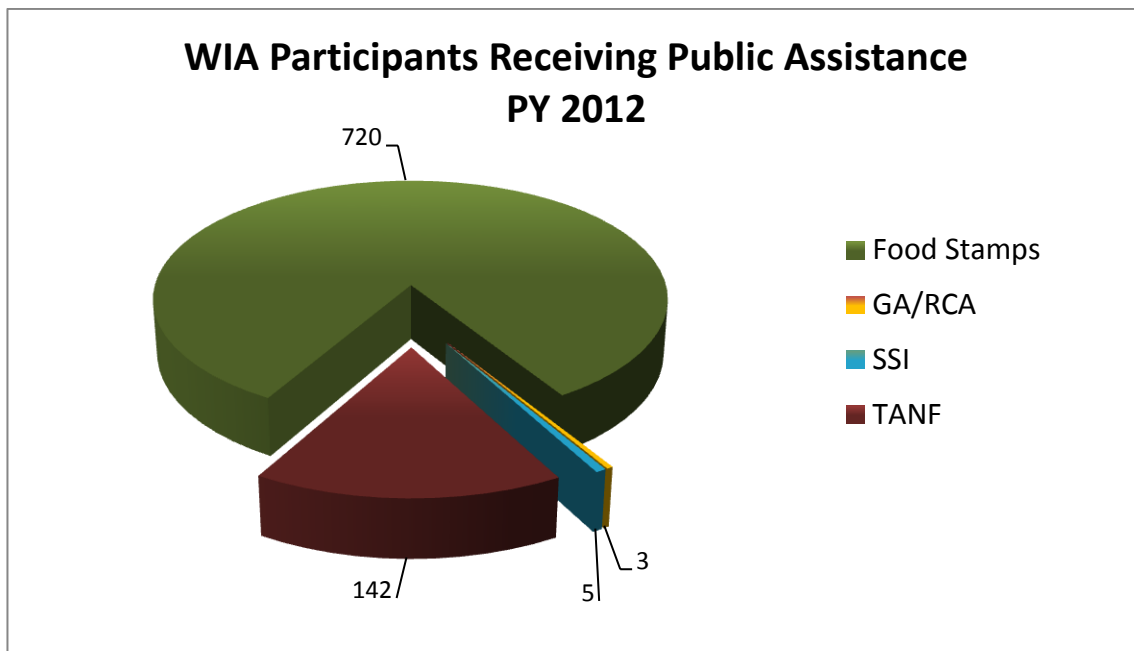
A total of 547 participants were served in the WIA Youth Program. The Youth Program serves participants age 14-21. The rest of the participants shown in the following graph were served by WIA Adult or WIA Dislocated Worker programs. The Adult and Dislocated Worker programs serve participants age 18 and over. Participants may be served by more than one program. Older Youth participants may also be served by Adult or Dislocated Worker programs.



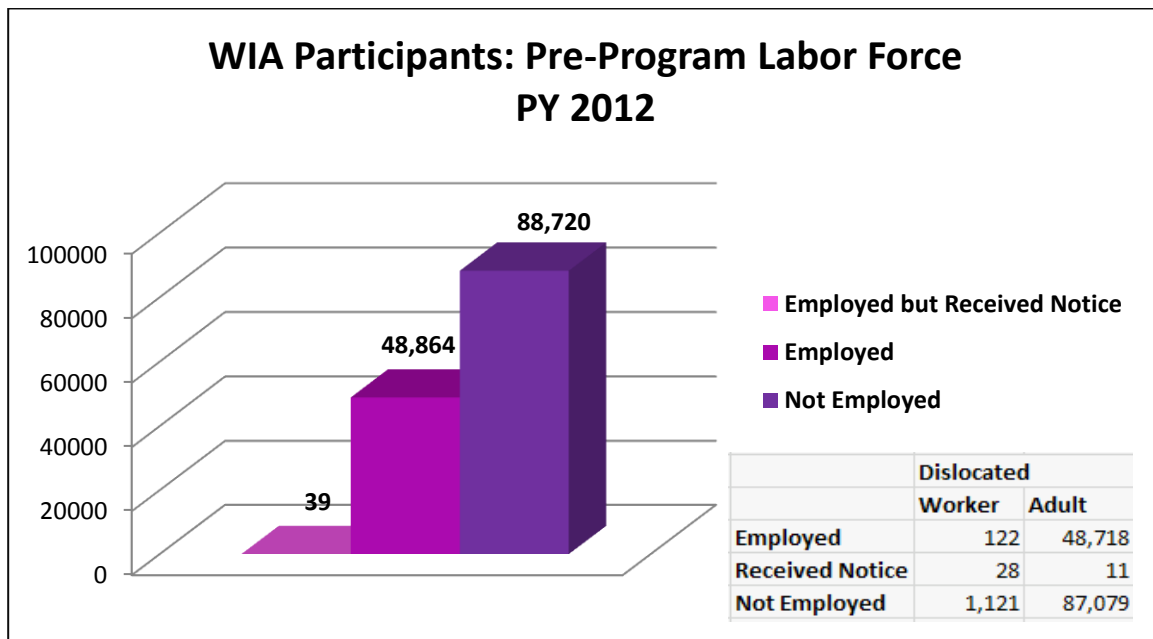
Many of Montana's WIA participants have one or more barriers to securing employment.



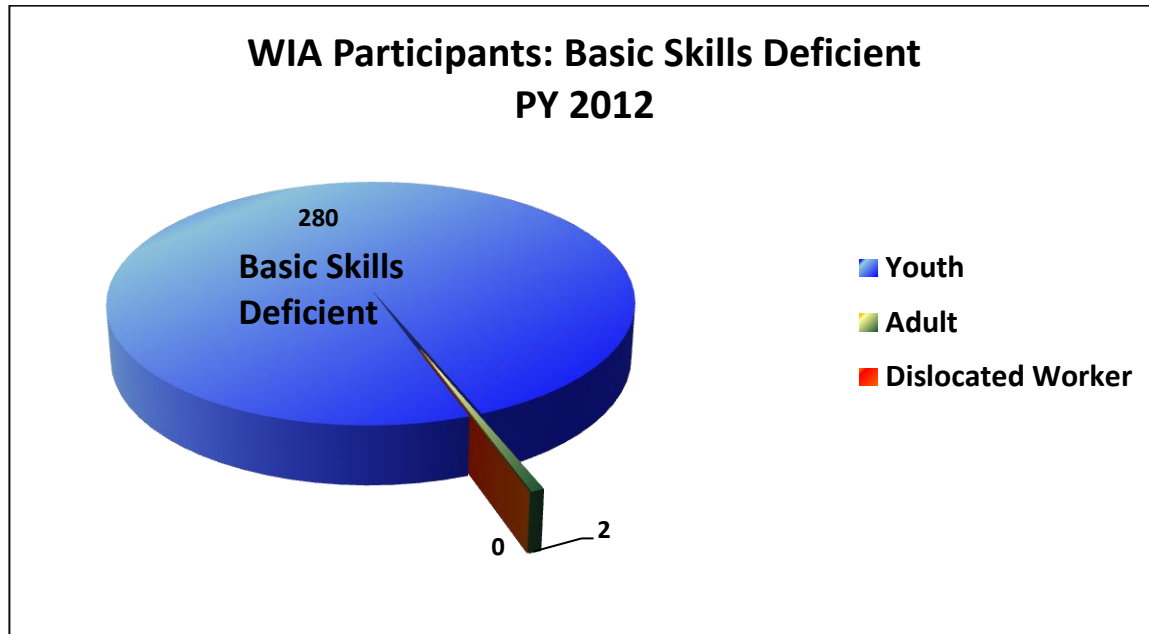
Food Stamps and TANF were the most common sources of public assistance for WIA participants in PY 2012. Other types of assistance included General Assistance, Social Security Income, and Refugee Cash Assistance.



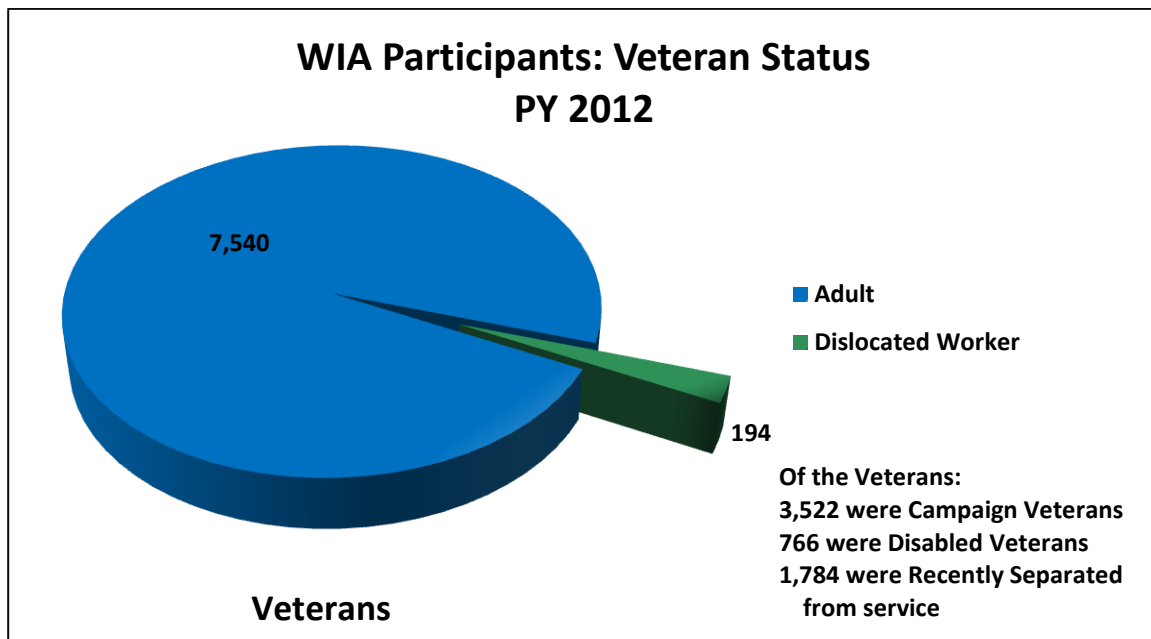
To be included in the Entered Employment performance measure, participants cannot be employed at participation. This performance measure only applies to Adult participants (includes Adult and Dislocated Worker participants). There were 88,759 participants who were considered not employed at participation during PY 2012. Those who were employed but received notice of termination are considered not employed.



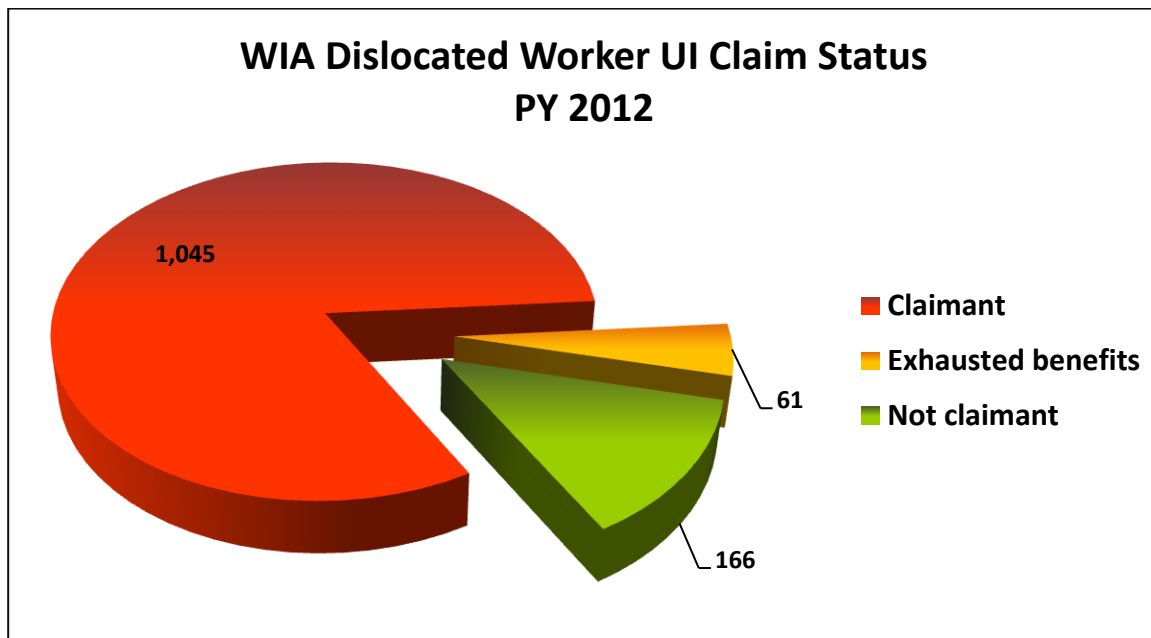
A total of 282 WIA participants were found to be basic skills deficient. These participants had either math or reading skills below the 9th grade level. Almost all basic skills deficient participants were in the Youth program.



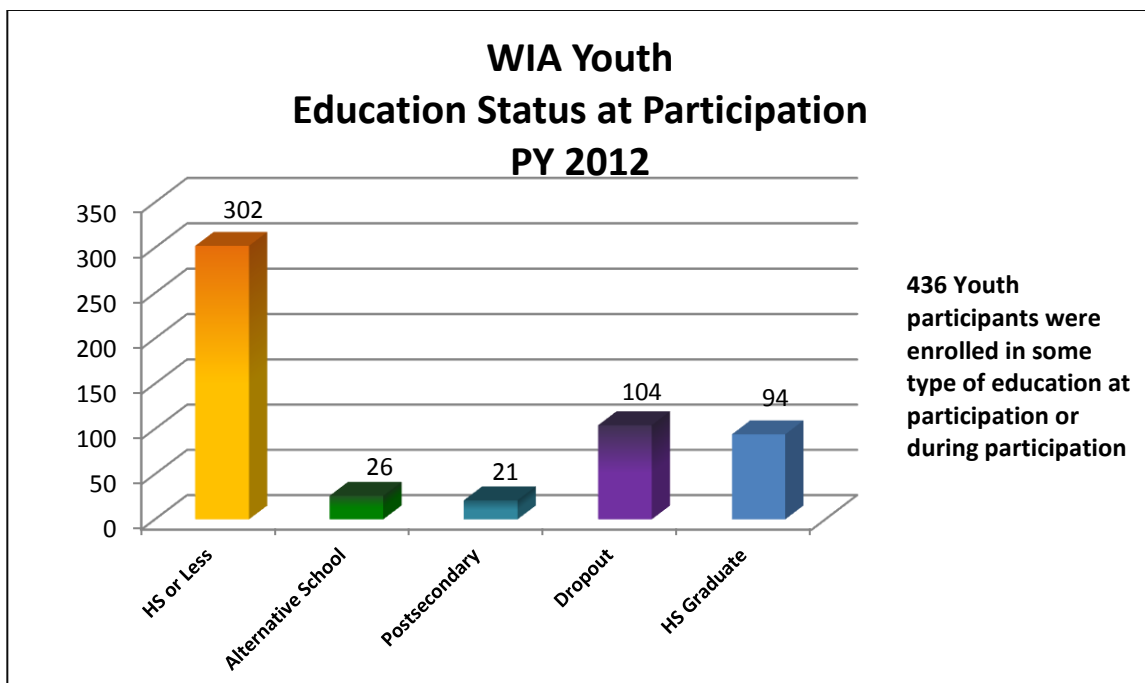
A total of 7,734 participants claimed Veteran status during PY 2012.



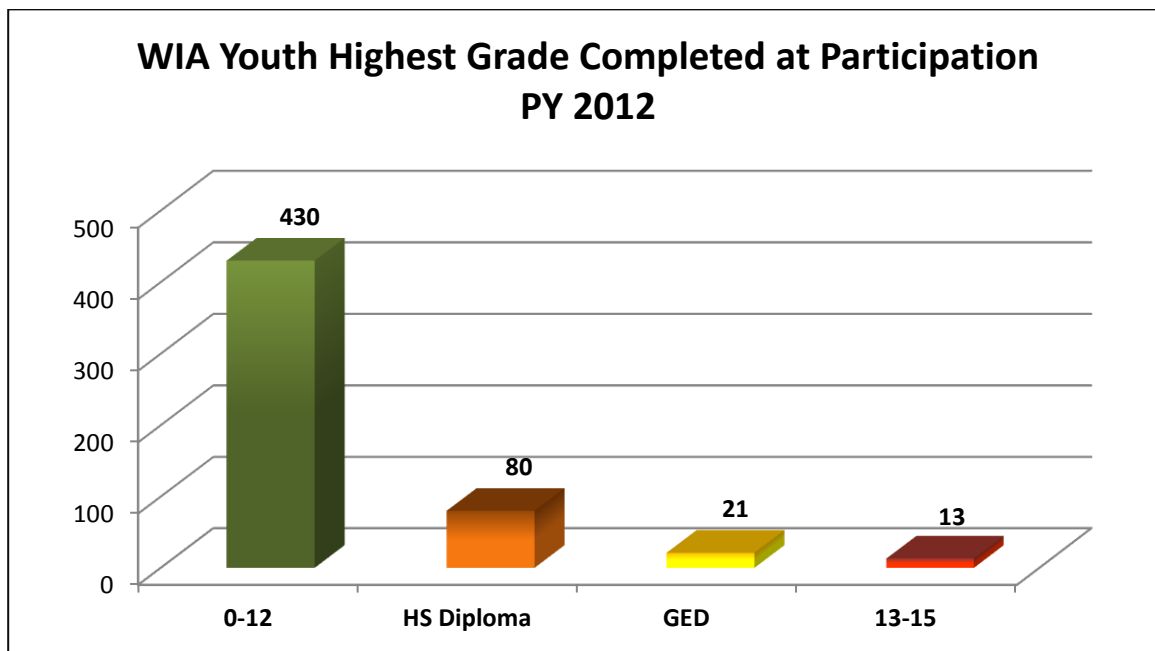
The majority of Montana's Dislocated Worker participants were identified or referred through Rapid Response and were receiving UI when enrolled.



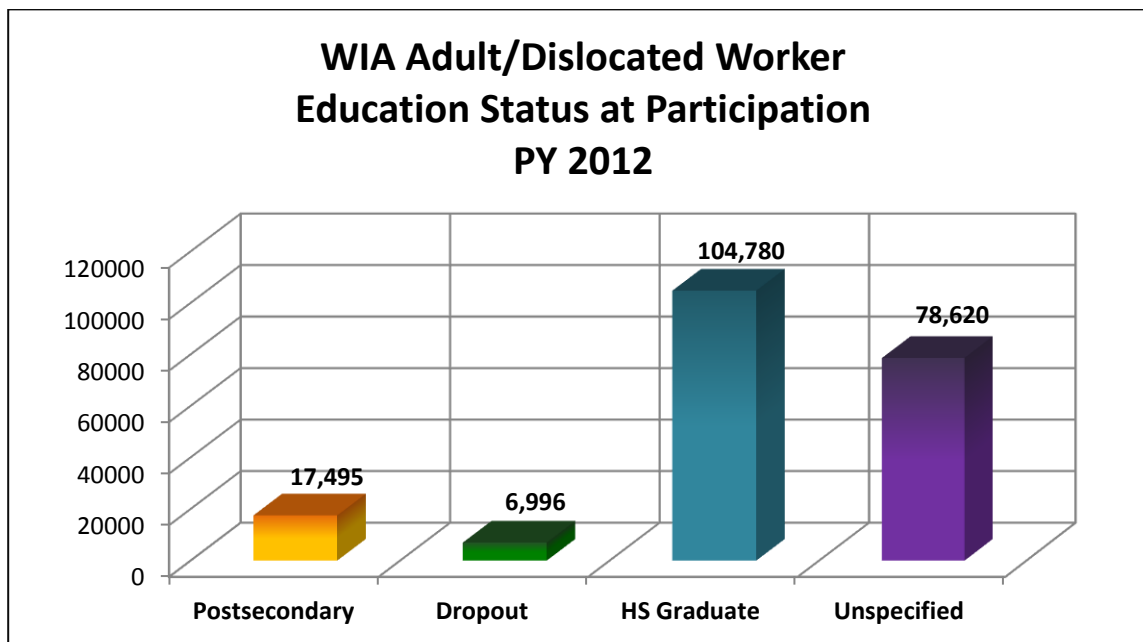
As expected, the majority of Montana's WIA youth participants were in high school or less at participation. There were 436 youth participants enrolled in some type of education either at or during their participation.



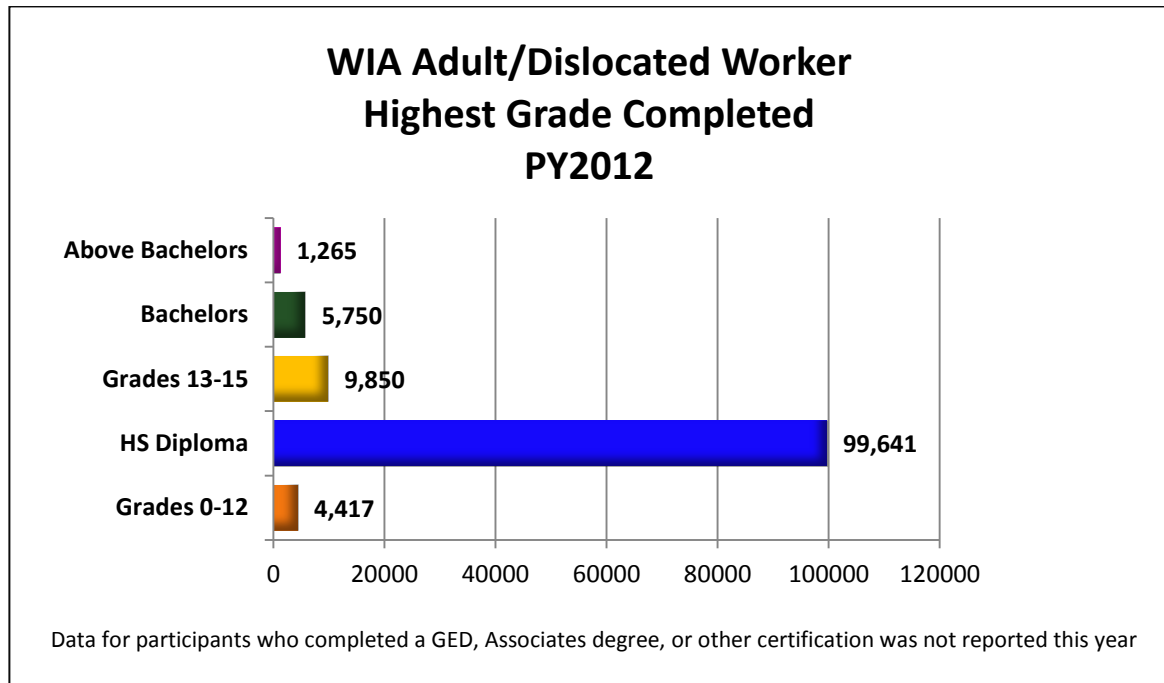
The majority of youth participants had not completed schooling above the 12th grade level.



Most of Adult and Dislocated Worker participants had completed high school at participation. Approximately 12% were enrolled in postsecondary education at participation.



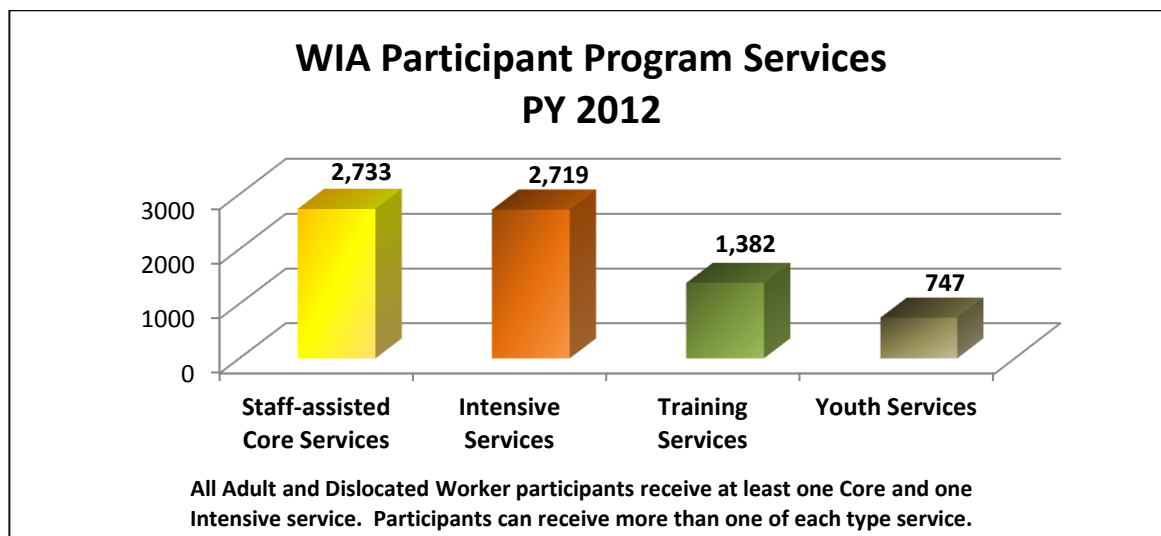
Coinciding with current education status, the vast majority of Adult and Dislocated Workers had attained a high school diploma by participation.



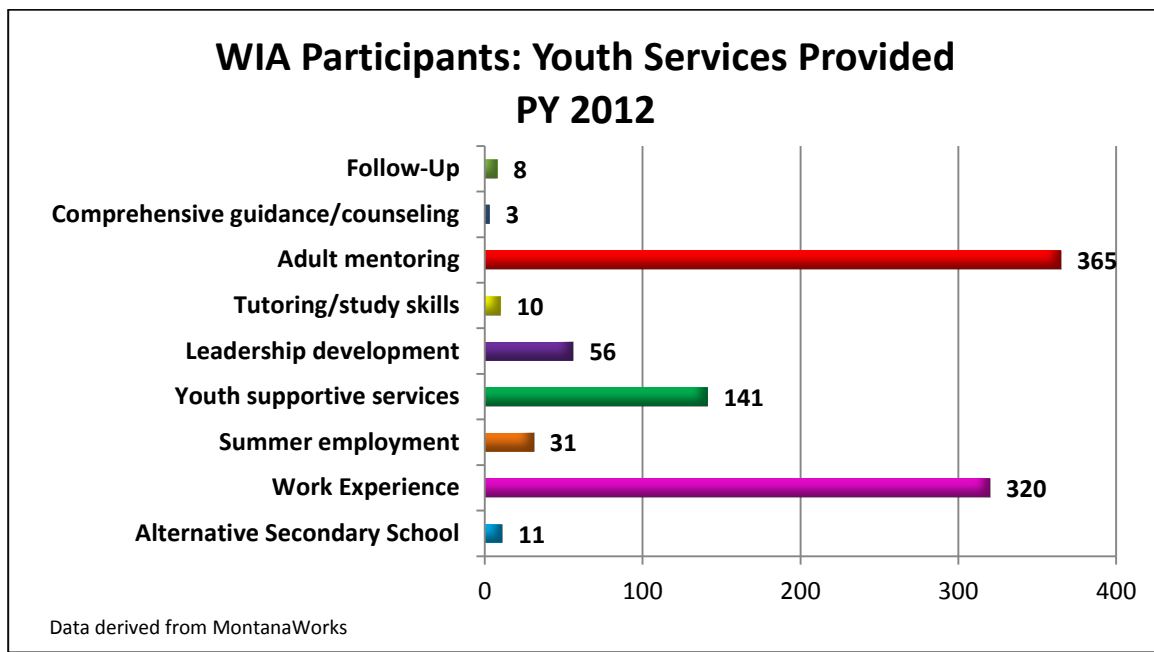
WIA Participation

WIA participants receive services according to their individual needs:

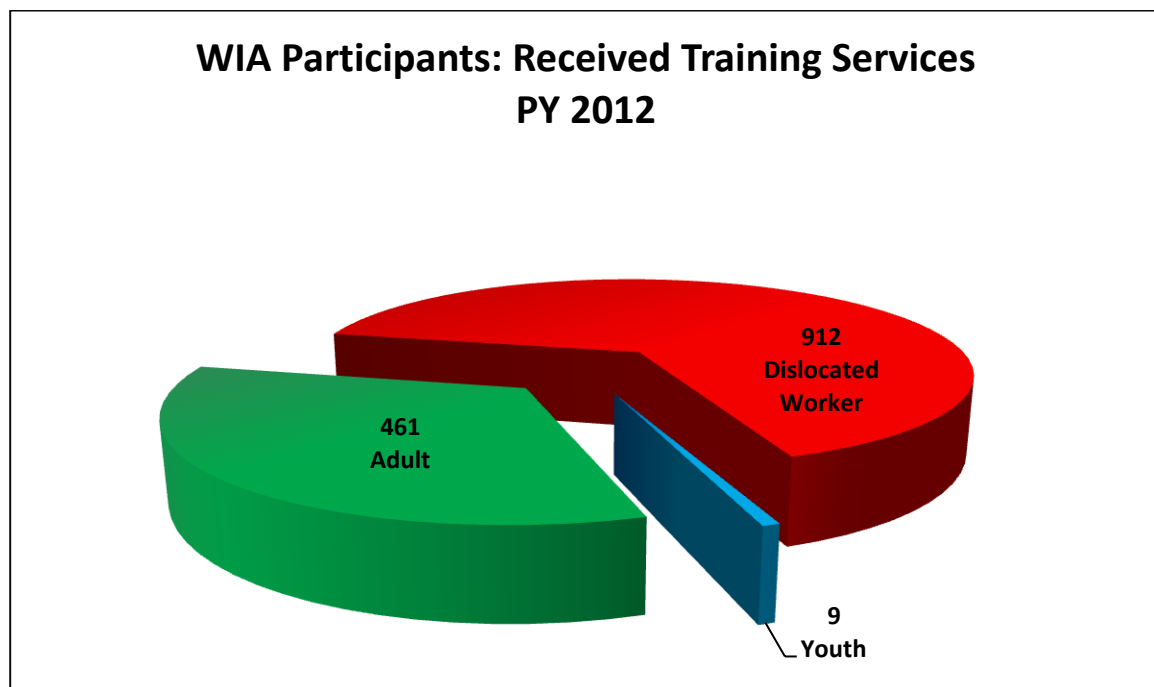
- Core services are universally available to everyone entering a WIA facility and are the first services provided.
- Intensive services are provided to adults and dislocated workers who are not able to obtain employment or who remain underemployed after utilizing core services. An individual must have received at least one core service such as an initial assessment that determines that individual's need for these services.
- Training services are provided to those participants who have not achieved self-sufficient employment using core and intensive services.
- Youth Services are a grouping of 10 required components that are available to Youth participants.



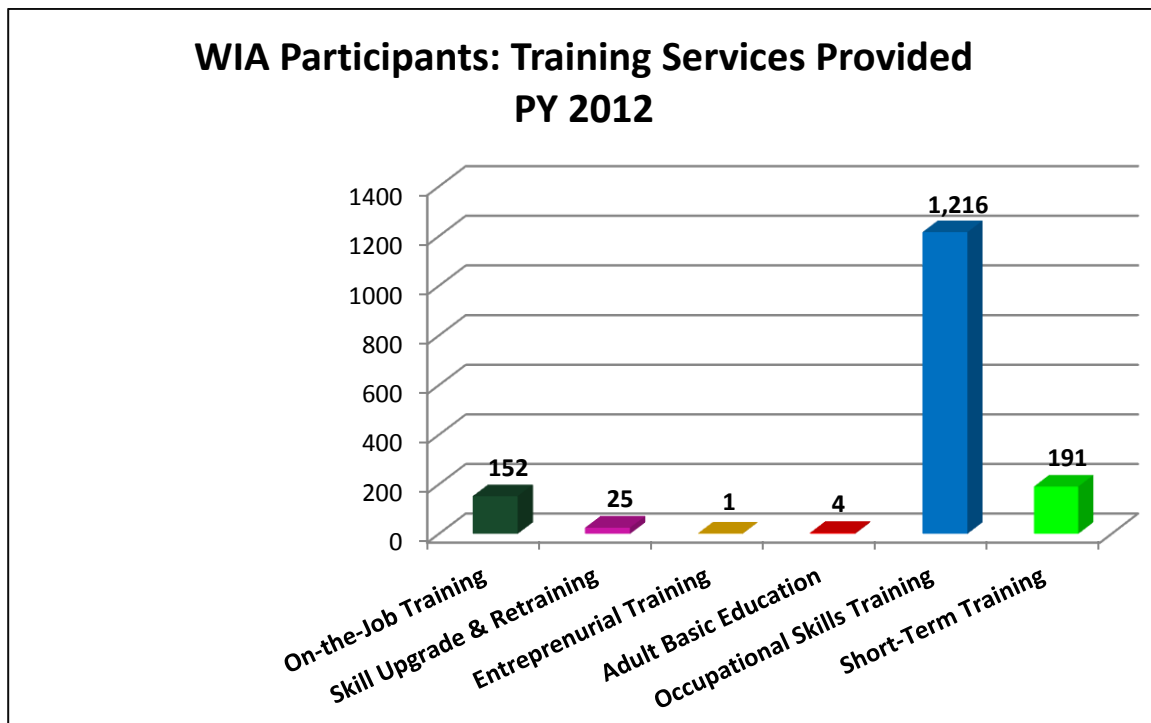
Youth participants may be placed in more than one Youth component.



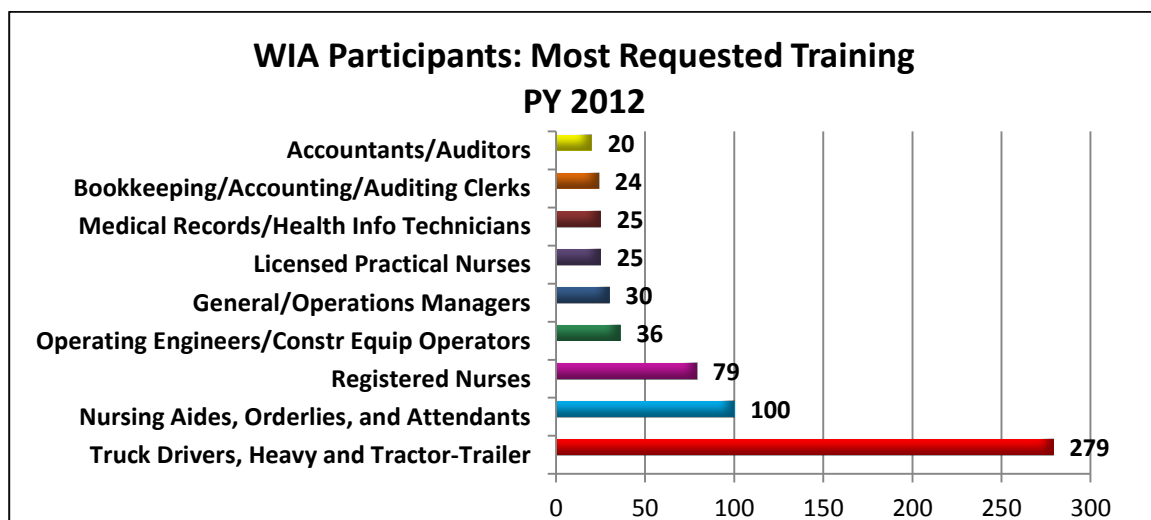
A total of 1,382 participants received training services during PY 2012.



There are seven types of training services available to Montana's participants. Participants may be provided more than one type of training. The majority of training services provided during PY 2012 were in Occupational Skills Training.



The most requested type of training during PY 2012 was for Truck Driver training, followed by Nursing Aides, Orderlies, and Attendants training.



Participants were placed in a variety of occupational training programs.

**WIA Training Participants: Training by
Major Occupational Grouping
PY 2012**

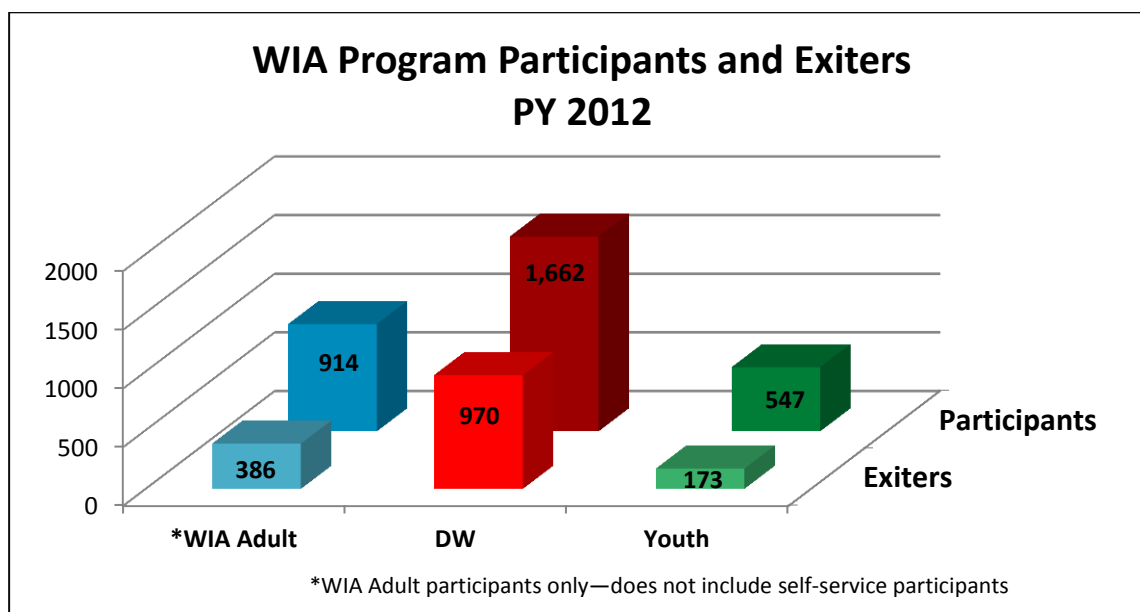
Major Occupational Grouping	# Participants
Management	72
Business & Financial Operations	39
Computer & Mathematical	37
Architecture & Engineering	47
Life, Physical, & Social Science	41
Community & Social Services	26
Legal	13
Education, Training & Library	23
Arts, Design, Entertainment, Sports, Media	5
Healthcare Practitioner & Technical	206
Healthcare Support	143
Protective Service	5
Food Preparation & Serving Related	13
Building & Grounds Cleaning & Maintenance	5
Personal Care & Service	17
Sales & Related	27
Office & Administrative Support	77
Farming, Fishing, & Forestry	8
Construction & Extraction	106
Installation, Maintenance, & Repair	82
Production	82
Transportation & Material Moving	307

Exits/Program Outcomes

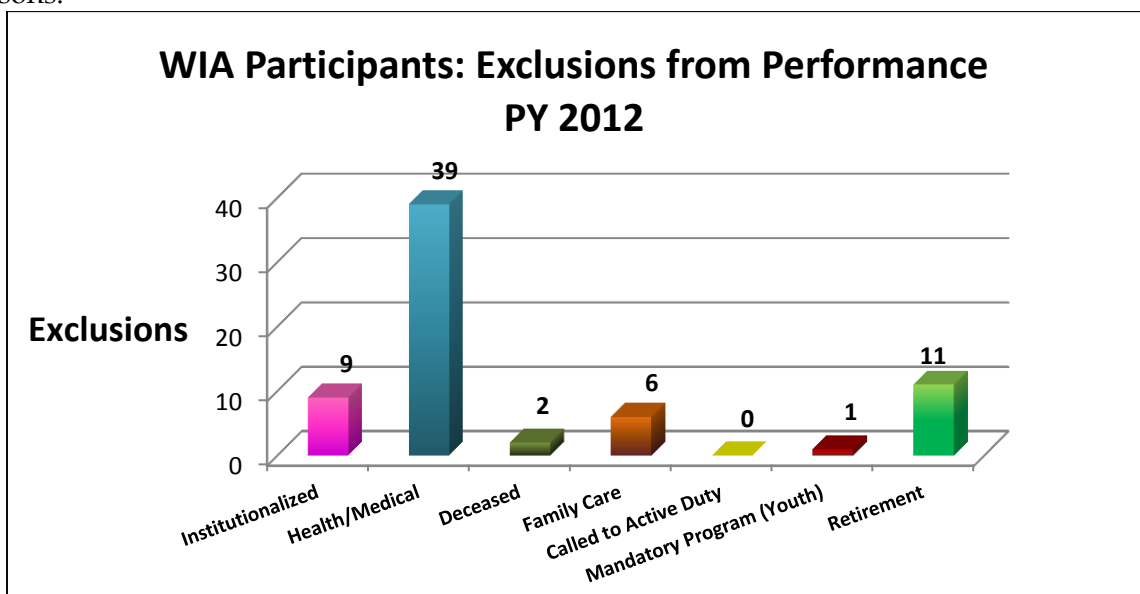
During PY 2012, 113,661 participants exited from WIA programs.

Common Exit affects the number of total exiters reported to the Employment and Training Administration.

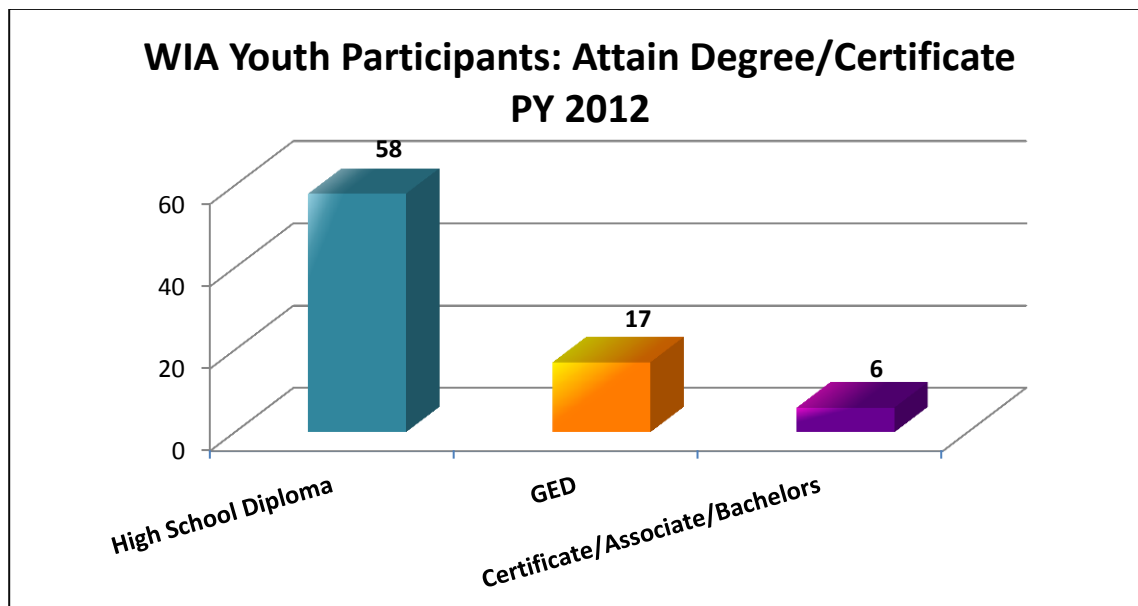
- Common exit means participants are not considered exited until they have completed all services provided by Labor Exchange (Job Service), Trade, and WIA programs.
- To be counted as an exiter, the participant has to receive no reportable services in these programs for 90 days.



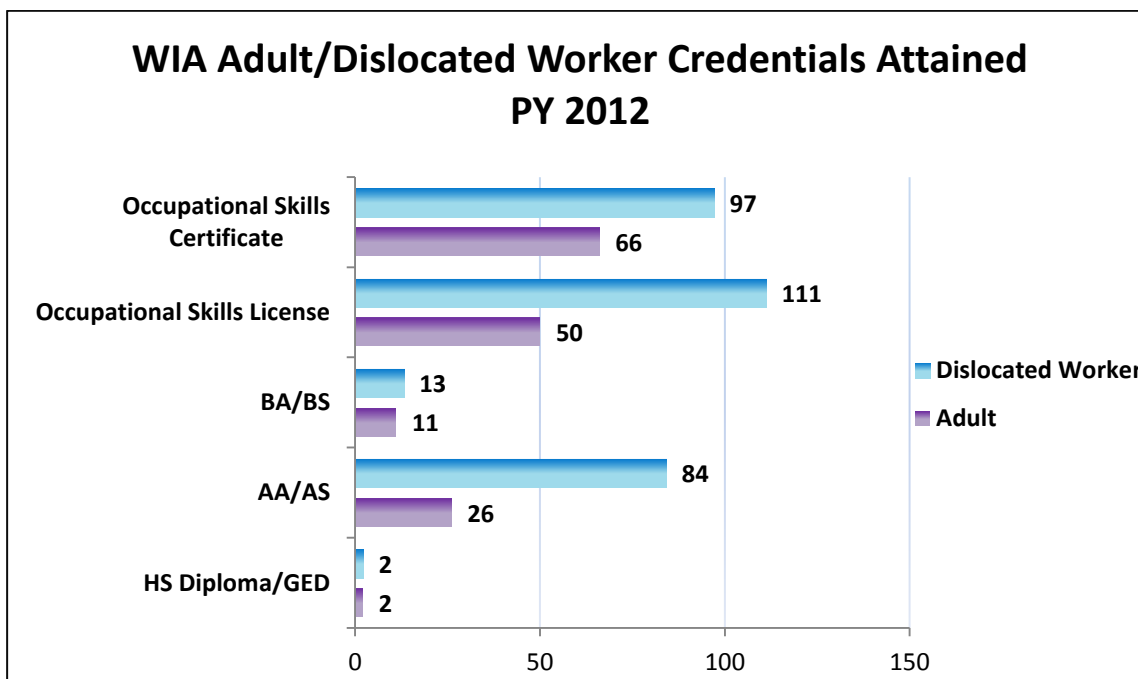
WIA participants that cannot continue their program participation are excluded from performance. The most common reason for exclusion during PY 2012 was for health or medical reasons.



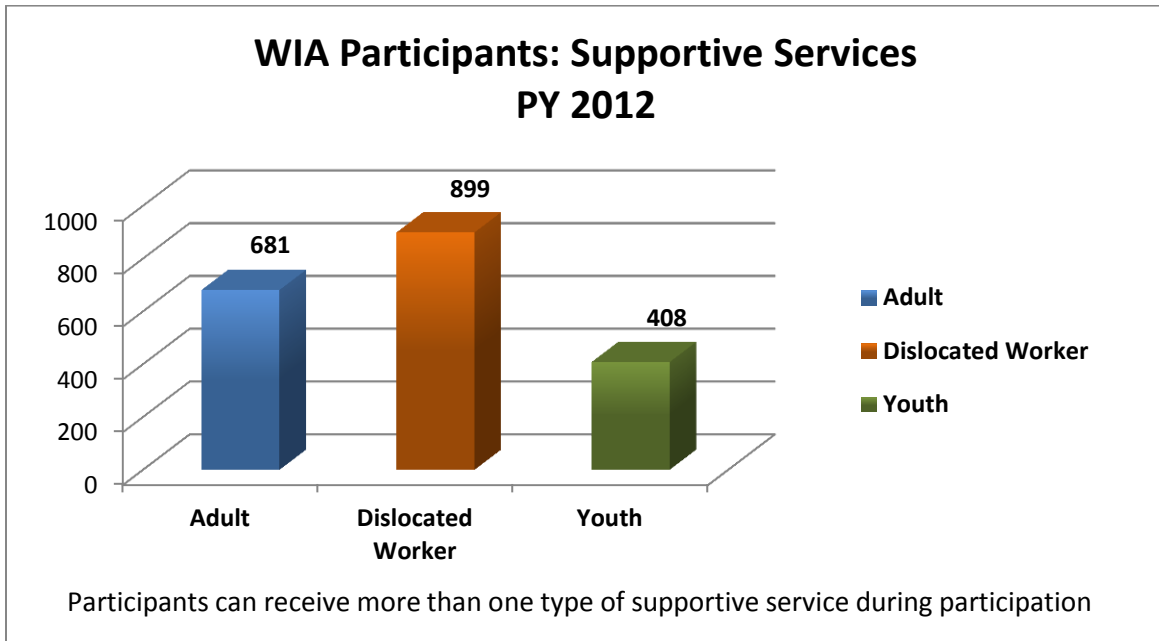
Youth participants who were enrolled in education at participation or during their participation are included in calculation of the Attain Degree/Certificate performance measure. Of the Youth participants included in this measure, a total of 81 achieved a diploma or certificate during PY 2012. This number is fairly low because of Common Exit. Participants continue to remain active even though they have completed their WIA enrollment. The majority maintain their Labor Exchange (Job Service) enrollment by job searching, either to find employment or to improve their current employment situation.



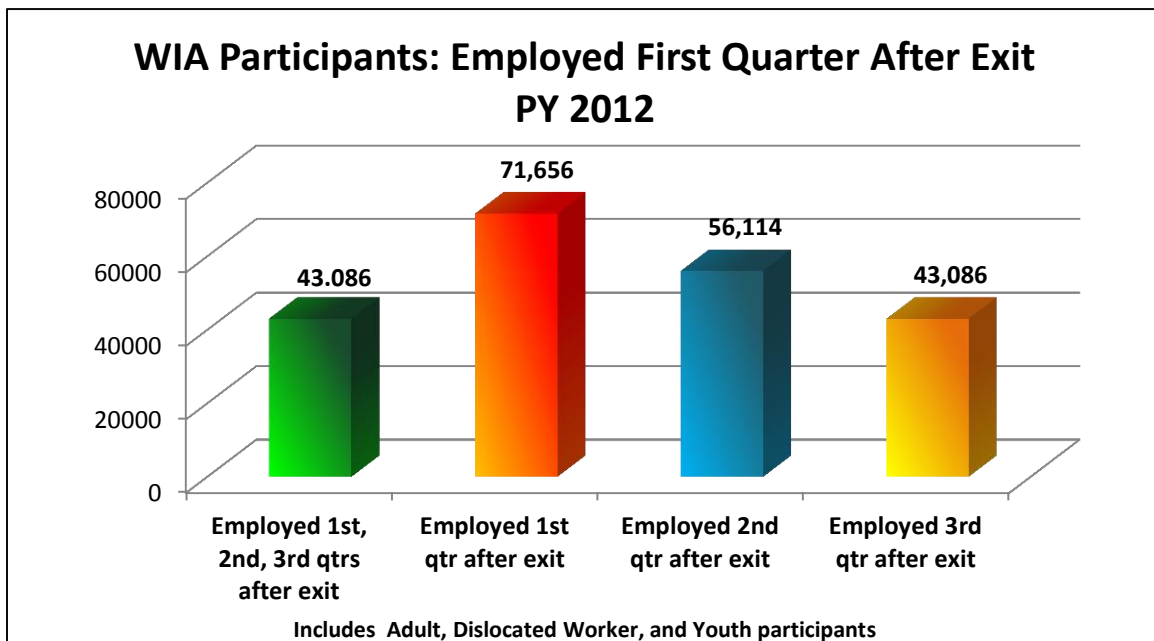
A total of 462 credentials were attained by Adult and Dislocated Worker participants in PY 2012.



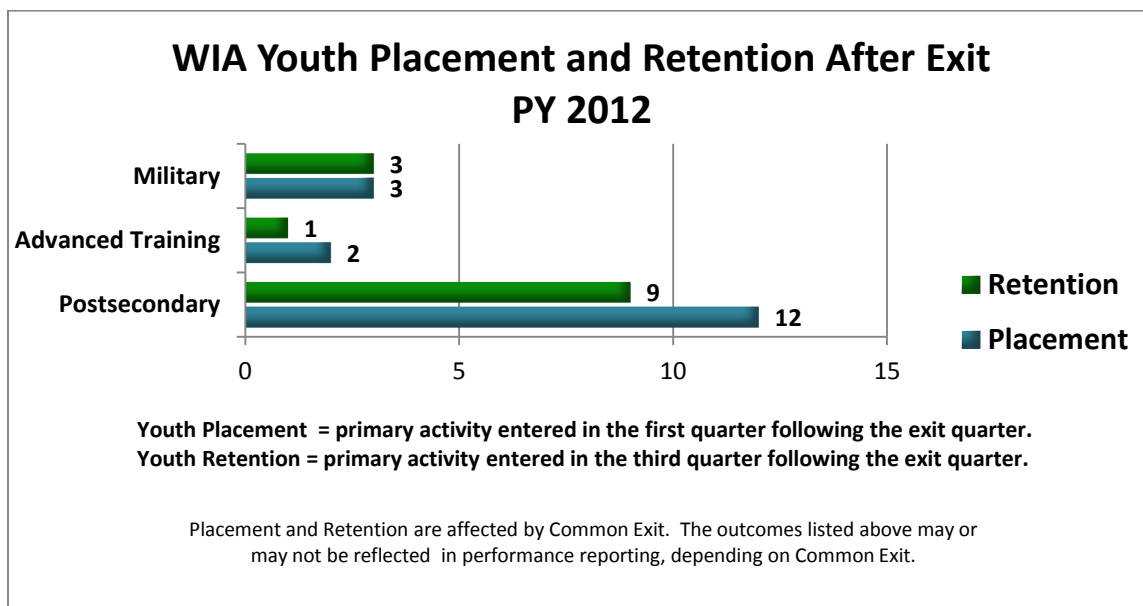
WIA participants are given necessary supportive services to support completion of their Individual Service Strategy or Individual Employment plan.



A total of 71,656 participants were employed during the first quarter after exiting from WIA programs during PY 2012. There were 43,086 participants who were employed first, second, and third quarters after exit. These numbers do not equate to the performance requirements set for WIA Common Measures.



Approximately 3% of Youth participants were placed or retained placement in postsecondary training, advanced training, or military employment. No Youth participants were placed in an approved apprenticeship for PY 2012.



SHARING CUSTOMER SATISFACTION AND SUCCESSES

❖ CUSTOMER SATISFACTION

Although Montana (through the waiver request) is required to report only on Common Measures for all WIA Title I-B the Montana Department of Labor and Industry puts high value on customer satisfaction and continues to internally track customer satisfaction using the current performance measures of a minimum response rate of 70% which was required for both exited participants under the 17 WIA Performance Measures. The Statewide Programs and Oversight Bureau staff continues to compile customer satisfaction results on an annual basis in order to allow the State Workforce Investment Board to gauge the State's progress toward "continuously improving in performance."

The State conducts a 100% sample of all exiters that did not fall under exclusions, from WIA Title IB programs for the customer satisfaction survey. Customer satisfaction survey responses are collected by telephone interviews. In-person interviews and mail questionnaires are used only in situations where the individual does not have a telephone or where the person has a hearing impairment. Participants are contacted as soon as possible after the date of exit and no later than 60 days after the date of exit.

Participants are asked a series of three questions regarding their experience with the WIA program. They are asked to score the three questions using a scale of 1-10 for the following areas:

- ✓ Overall satisfaction with the services provided
- ✓ To what extent services met expectations
- ✓ How services received compare to ideal services

❖ *WHAT CUSTOMERS ARE SAYING ABOUT THE PROGRAMS*

- I am now working a local job, utilizing my Class A driver's license I attained at Sage Technical with the support of the program, Thanks Again!
- Paulette went above and beyond.
- CTI Helped with Resume, Mock interviews and really helped with the cover letter.
- Amee was really wonderful. Everyone at the Job Service made me feel like family. I'm now going to school to get my degree. A lot of morale support.
- I am very grateful for, the assistance I received. I was able to obtain job training, a permanent full-time job because of this service I also received the necessary assistance which helped me move to a new town 300 miles away from where I had been living. Under my own circumstances at the time, I would not have been able to accomplish on my own, what this service helped me with. I had only worked for a total of two months out of nearly 12 months. If I had stayed in Kalispell, it was likely that I would still have been unemployed and homeless, without this service. I did not know it would be so difficult to find a job in Kalispell when we moved there.
- My Case Manager was very thorough, kept me informed of job openings on a regular basis, even before I enrolled in school. Based on my input, my Case Manager assisted me every step of the way to become enrolled in a re-training course. My Case Manager was invaluable.
- The program itself did not give me any kind of training but it allowed me to go to college which did provide me with all of the services mentioned above. Without this program I would not have been able to go to college so I am extremely grateful for this

program and the help you guys are providing at the department of labor and the job service in Glasgow, MT.

- Patti Patterson at Lake County was amazing, nice, professional, and so helpful.
- Patti was great to work with; she worked very hard for me.
- Patti and Paula were always there for me.
- The Great Falls Job Service People went above and beyond, excellent service.
- Overall, I had a wonderful experience working with the Bitterroot Job Service. They exceeded my expectations and helped me to regain employment very promptly. I am very grateful for that.
- Staff @ Flathead was so great could not of done it without their help.
- Excellent for me I always wanted to be a nurse. Great Program!
- My experience with WIA in Billings was exceptional. I could not have achieved my career goals without their guidance and assistance. Kathleen is a stand up employee and promptly helped me whenever I needed it. I could not possibly have asked for more. I am truly thankful for the program and all that they have done to help. Thank you.
- This was due to the fact that John Moberly the representative for WIA out of the Billings Office was my contact person and WIA officer. He did an amazing job for me!! He was incredibly helpful and moved all the paperwork thru in a prompt and orderly fashion. He made it possible for me to go to trucking school ASAP, and be able to travel to my job interviews. It was an incredibly difficult winter for me the day. I walked into the WIA office and applied for assistance. It was John Moberly who encouraged and helped me to go to trucking school and all of the possibilities that would create to increase my income. I was on food stamps and had no money; I mean none prior to the WIA program. I now have a great job with an environmental firm and am off food stamps completely and have a good deal of savings. I am doing quite well financially. So my overall feedback is that this is a great program and that had I had another person other than John Moberly I don't know if my experience would have been as incredibly positive as it was. He deserves a raise and a promotion. He's a compassionate and kind person and an excellent employee!!
- Thank you very very much for your help and the WIA program!!
- They were excellent in helping me. They helped me get clothing and prepared me for job interviews they helped with my resume, a basic one and a specific one, they helped prepare me for the interview they helped me with everything. I really appreciated everything that they did for me.
- Amy was marvelous!
- Heather Merritt was very helpful and professional you have a great employee there.
- They met my expectations completely. The money ran out for the program so I was not able to have quite as many services as I might have needed... It would have been nice if I could have had a little more help getting employment, also. (I know there are limits to this.)
- I am now working a local job, utilizing my Class A driver's license I attained at Sage Technical with the support of the program, Thanks Again!

PROGRAM YEAR 2012 PERFORMANCE

PY 2012 Annual Performance

The U.S. Department of Labor-Employment and Training Administration negotiates performance levels with each state by program year. Montana achieved the negotiated levels set for seven of the nine Common Measures performance measures.

Montana exceeded negotiated performance for two performance measures, and met 80% of negotiated performance for the other seven performance measures this year.

Performance Items/Programs	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate				
a) Adults	75.0	*67.1	23,427	34,916
b) Dislocated Workers	78.0	*73.5	595	810
Retention Rate (6 months)				
a) Adults	89.0	*82.5	29,206	35,397
b) Dislocated Workers	90.0	*87.8	539	614
Average Earnings/Earnings Change 6 Months				
a) Adults	\$14,000	\$14,048	\$409,900,160	29,178
b) Dislocated Workers	\$18,700	*\$17,444	\$8,129,106	466
Placement in Employment or Education	70.0	*64.2	106	165
Attainment of Degree or Certificate	65.0	*60.4	84	139
Literacy or Numeracy Gains	40.0	43.1	25	58

Blue = Met Performance Levels

Red = Did Not Meet Performance Levels

* Met 80% of Negotiated Performance Level

PROGRAM PERFORMANCE DATA

Performance Levels
July 1, 2012 through June 30, 2013

PERFORMANCE MEASURES	PERFORMANCE GOALS
	PY 2012 (07/01/12-6/30/13)
Adult Program – Common Measures Indicators of Performance	
1. Entered Employment Rate	75.0%
2. Employment Retention Rate	89.0%
3. Six Months Average Earnings	\$14,000
Dislocated Worker Program – Common Measures Indicators of Performance	
1. Entered Employment Rate	78.0%
2. Employment Retention Rate	90.0%
3. Six Months Average Earnings	\$18,700
Youth Program – Common Measures Indicators of Performance	
1. Placement in Employment or Education	70.0%
2. Attainment of Degree or Certificate	65.0%
3. Literacy and Numeracy Gains	40.0%

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2012 to 06/30/2013

Agy./PO: 00-00 State of Montana (Statewide)

Date Ranges Used In Calculating Report Items

Total Participants: 07/01/2012 – 06/30/2013

Total Exiters: 04/01/2012 – 03/31/2013

Entered Employment Rate, Youth Placement in Employment
or Education, and Youth Attainment of Degree or Certificate: 10/01/2011 – 09/30/2012

Employment Retention Rate and Six Months Earnings Change: 04/01/2012 – 03/31/2013

Youth Literacy and Numeracy Gains: 07/01/2012 – 06/30/2013

Table B – Adult Program Results At-A-Glance

Performance Item	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	75.0	67.1	23,427	34,916
Employment Retention Rate	89	82.5	29,206	35,397
Six Months Average Earnings	\$14,000	\$14,048	\$409,900,160	29,178

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance	Num Den	Veteran	Num Den	Individuals With Disabilities	Num Den	Older Individuals	Num Den
Entered Employment Rate	72.8	<u>126</u> 173	62.1	<u>2,659</u> 4,283	44.7	<u>384</u> 859	53.7	<u>2,328</u> 4,332
Employment Retention Rate	85.5	<u>130</u> 152	83.5	<u>3,302</u> 3,953	72.3	<u>374</u> 517	82.7	<u>2,578</u> 3,119
Six Months Average Earnings	\$11,915	<u>\$1,441,765</u> 121	\$19,376	<u>\$63,922,904</u> 3,299	\$11,661	<u>\$4,326,332</u> 371	\$14,879	<u>\$38,356,792</u> 2,578

Table D – Other Outcomes for Adult Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	79.5	<u>105</u> 132	67.0	<u>23,322</u> 34,784
Employment Retention Rate	91.7	<u>144</u> 157	82.5	<u>29,062</u> 35,240
Six Months Average Earnings	\$14,329	<u>\$1,891,427</u> 132	\$14,047	<u>\$408,008,733</u> 29,046

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2012 to 06/30/2013

Agy./PO: 00-00 State of Montana (Statewide)

Table E - Dislocated Worker Program Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Entered Employment Rate	78.0	73.5	595	810
Employment Retention Rate	90.0	87.8	539	614
Six Months Average Earnings	\$18,700	\$17,444	\$8,129,106	466

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veteran	Num Den	Individuals With Disabilities	Num Den	Older Individuals	Num Den	Displaced Homemaker	Num Den
Entered Employment Rate	70.9	<u>83</u> 117	60.0	<u>9</u> 15	58.6	<u>112</u> 191	0	<u>0</u> 0
Employment Retention Rate	83.3	<u>85</u> 102	100.0	<u>9</u> 9	79.6	<u>90</u> 113	0.0	<u>0</u> 0
Average Earnings Rate	\$19,733	<u>\$1,440,503</u> 73	\$11,380	<u>\$68,283</u> 6	\$14,524	<u>\$1,118,318</u> 77	0.0	<u>0</u> 0

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Received Training Services	Num Den	Only Core and/or Intensive Services	Num Den
Entered Employment Rate	77.5	<u>321</u> 414	69.2	<u>274</u> 396
Employment Retention Rate	89.2	<u>307</u> 344	85.9	<u>232</u> 270
Average Earnings Rate	\$17,406	<u>\$4,543,066</u> 261	\$17,493	<u>\$3,586,040</u> 205

Table H.1 - Youth (14-21) Results At-A-Glance

Performance Items	Negotiated Performance	Actual Performance	Numerator	Denominator
Placement in Employment or Education	70.0	64.2	106	165
Attain Degree or Certificate	65.0	60.4	84	139
Literacy or Numeracy Gains	40.0	43.1	25	58

WIA Title IB Annual Report Form (ETA 9091)

Report Period: 07/01/2012 to 06/30/2013

Agy./PO: 00-00 State of Montana (Statewide)

Table L – Other Reported Information

Program	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) Or 12 Month Earnings Replacement (Dislocated Workers)		Placements For Participants in Non-Traditional Employment		Wages At Entry Into Employment For Those Who Enter Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training	
Adults	85.0	<u>23,217</u> 27,317	\$3,046	<u>\$83,087,447</u> 27,279	3.7	<u>877</u> 23,427	\$5,557	<u>\$130,086,116</u> 23,410	31.1	<u>32</u> 103
Dislocated Workers	87.6	<u>599</u> 684	101.4	<u>\$9,772,402</u> \$9,637,179	5.9	<u>35</u> 595	\$8,485	<u>\$4,581,761</u> 540	30.3	<u>95</u> 314

Table M – Participation Levels

Program	Total Participants Served	Total Exiters
Total Adult Customers	142,477	113,414
Total Adults (Self-Service Only)	69,364	58,346
WIA Adults	140,969	112,518
WIA Dislocated Workers	1,662	970
Total Youth (14-21)	547	173
Younger Youth (14-18)	409	128
Older Youth (19-21)	138	45
Out-of-School Youth	202	70
In-School Youth	345	103

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$2,141,442
Local Dislocated Workers	1,432,524
Local Youth	2,158,352
Rapid Response (Up to 25%) 134 (a) (2) (A)	509,077
Statewide Required Activities (Up to 15%) 134 (a) (2) (B)	381,666

Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
	Technical Assistance for Local Providers	42,825
	MT Association of Counties	6,074
	Math and Science Initiative	38,871
	National Center for Health Care Informatics	14,947
Total of All Federal Spending Listed Above		6,725,778

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2012 to 06/30/2013

Local Area Name: Balance of State (BOS)

Table O - Local Performance

Total Participants Served	
a) Adults	120,317
b) Dislocated Workers	876
c) Older Youth	115
d) Younger Youth	328
Total Exiters	
a) Adults	96,559
b) Dislocated Workers	575
c) Youth	40
d) Younger Youth	102

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	75.0	67.1
b) Dislocated Workers	78.0	74.2
Retention Rate (6 months)		
a) Adults	89.0	82.4
b) Dislocated Workers	90.0	89.1
Average Earnings/Earnings Change 6 Months		
a) Adults	\$14,000	\$14,104
b) Dislocated Workers	\$18,700	\$18,108
Placement in Employment or Education	70.0	59.4
Attainment of Degree or Certificate	65.0	54.0
Literacy or Numeracy Gain	40.0	41.7

Description Of Other State Performance Indicators

- a. _____
- b. _____

Overall Status Of Local Performance	[] Not Met	[X] Met	[] Exceeded
-------------------------------------	-------------	-----------	--------------

WIA Title IB Annual Report Form (ETA 9091)
Report Period: 07/01/2012 to 06/30/2013

Local Area Name: Concentrated Employment Program (CEP)

Table O - Local Performance

Total Participants Served	
a) Adults	20,652
b) Dislocated Workers	143.
c) Older Youth	23
d) Younger Youth	81
Total Exiters	
a) Adults	15,959
b) Dislocated Workers	63
c) Older Youth	5
d) Younger Youth	26

Performance Items/Programs	Negotiated Performance	Actual Performance
Entered Employment Rate		
a) Adults	75.0	66.8
b) Dislocated Workers	78.0	81.3
Retention Rate (6 months)		
a) Adults	89.0	83.3
b) Dislocated Workers	90.0	96.0
Average Earnings/Earnings Change 6 Months		
a) Adults	\$14,000	\$13,714
b) Dislocated Workers	\$18,700	\$16,567
Placement in Employment or Education	70.0	84.4
Attainment of Degree or Certificate	65.0	88.5
Literacy or Numeracy Gain	40.0	50.0

Description Of Other State Performance Indicators

c. _____

d. _____

Overall Status Of Local Performance ☐ Not Met ☒ Met ☐ Exceeded